



Worldwide School of English Agent Course Information Book

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Worldwide Philosophy

Worldwide School of English offers many different English language courses to satisfy its many different students' learning goals. We are a category 1 school rated as "Excellent" by NZQA and English New Zealand.

Our teaching is based on the most up-to-date communicative methods of teaching English and is designed to involve students as much as possible in their learning. We create an enjoyable and warm learning environment in our classrooms. Our students are actively involved in communicating with the teachers and with each other. Students are expected to talk, give opinions and be involved in their learning as well as study hard.

English is an international language spoken all over the world by many different nationalities with many different accents. Even native speakers have many, many different accents. In your life, you are likely to speak more English with non-native speakers than with native speakers. Therefore, at Worldwide School we believe that speaking and learning English from our teachers, who are from many English-speaking countries, and our students, who are from more than 30 different countries, is a wonderful chance to REALLY learn and experience international English. Speaking with students from France, Korea, Latin America, Saudi Arabia, Germany, Japan, Czech Rep, Vietnam etc. helps your English to get even better.

While each level of General English has its own set syllabus and curriculum, teachers can also create their own lessons using articles, internet sourced material, a TV or radio show or a song, for example.

Each student receives their own folder to keep their lessons in and they must bring it to school every day. The folder will provide a record of all that they have learnt during their time at Worldwide School. All study materials in General English classes are provided free (some exam preparation classes have extra costs for study materials).

We believe in international (WORLDWIDE) English. We use material from the USA, Great Britain, Australia and New Zealand. Our teachers are all qualified (with TESOL qualifications and university degrees) and experienced native-speakers from many different countries. We have teachers from New Zealand, Australia, the USA, Canada, UK and South Africa. At Worldwide School, we believe it is important for our students to experience the diversity and skills of our teachers. Long-term students will benefit by learning from a number of our teachers not just one.

Helping our Students Become Better Learners: The Learning Centre and library at Worldwide School is a resource especially developed for our students to address their individual study goals and to work on their specific needs. Each student receives a Student Learning Passport on their first day at school and they work together with their teacher to develop an individualised study plan. The passport is used to record a student's study goals and the work they do in the library.

All morning classes have a scheduled one-hour session each week in the Learning Centre. During this time teachers monitor, offer help, recommend study materials and discuss study plans with their students. The Learning Centre has an excellent range of resources including EFL readers, workbooks, listening practice, worksheets for grammar and vocabulary, exam practice materials and EFL magazines. The weekly library session is also a time for students to meet with their teachers and discuss any learning difficulties they are experiencing, their progress and tests results, or any other matters relating to their lessons. Teachers can use the passport to record what is discussed during these student/teacher conference sessions. In addition to the scheduled library session, students are encouraged to use the library after class to work on their study plan.

At Worldwide School students have different needs and learning styles. We believe strongly in helping all our students become more autonomous in their learning and better learners. The Learning Centre and Student Learning Passport have been developed with this objective in mind.

Worldwide School is located in central Auckland City. We are inside 80 Anzac Ave, a six-storey modern building.

The Library is on Level 2. Reception and Administration are on Level 3. Worldwide School Classrooms are on Level 1, 2, 3 and 4. The student lounge, cafe and outside deck area are on the top floor, Level 6 with views of Auckland's beautiful sparkling harbour.

Near Worldwide School there are many restaurants, cafes, shops, bars, movie theatres, the central train station, bus stops and many important companies and buildings as well as two Universities and other tertiary institutions.

Worldwide School Staff List

Governance		
Managing Director	Josephine Do	jkdo@worldwideschool.nz
Health & Safety Officer	Josephine Do	jkdo@worldwideschool.nz
Academic Staff		
Quality Manager	Anetta Kusa	anetta@worldwideschool.nz
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Well-Being & Student Support Lead	Pilar Sorba Mora	pilar@worldwideschool.nz
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Finance & Accounts	Kim Ong	kim@worldwideschool.nz
Thai Counsellor & Accounts	Jean Chanarat	jean@worldwideschool.nz
Vietnamese Counsellor & Marketing	Thao Tran	thao@worldwideschool.nz
Spanish Counsellor & Marketing Support	Sebastian Ibanez	sebastian@worldwideschool.nz
Russian Counsellor	Olga Polyakova	olga@worldwideschool.nz

Course Information

All Courses: (Standard and Intensive English)

GENERAL COURSES

Course content: A communicative course in general English, covering the skills of speaking, listening, reading and writing.

Course start dates: You may begin your course on any Monday (except public holidays).

Number of levels: 8 levels, from beginner to advanced.

Course length: Choose any length of course from 2 to 52 weeks.

Course times:

Standard Course (part-time, Morning only):

Monday - Friday: 9 am – 12 pm
(13.5 hours per week)

9.00 am - 9.55am

10.05 am - 11.00 am

11.10 am - 12.00 pm

Full-Time Course

(full-time, Morning **PLUS** Afternoon):

Monday - Friday: 9 am-12 pm

Monday-Thursday: 12.40 pm-2.30 pm

(20 hours per week)

9.00 am - 9.55 am

10.05 am - 11.00 am

11.10 am - 12.00 pm

Lunch break (40 mins)

12.40 pm-1.30 pm

1.40 pm-2.30 pm

Our excellent quality is certified by



The Curriculum currently in place at Worldwide English comprises of the following levels:

WWSE English Level	Cambridge Exams	Cambridge English Scale	IELTS Exams	CEFR Levels	TOEIC
Level 8 Proficiency	Certificate of Proficiency in English CPE	200-230	8.0-9.0	Mastery C2	
Level 7 Advanced	Certificate in Advanced English CAE	180-200	6.5-8.0	Operational Proficiency C1	945
Level 6 Upper-Intermediate	First Certificate in English FCE	160-180	5.5-6.5	Vantage B2	785
Level 5 Intermediate PLUS			5.0-5.5	B1+	630
Level 5 Intermediate	Preliminary English Test PET	140-160	4.5-5.0	Threshold B1	550
Level 4 Pre-Intermediate			4.0-4.5	A2+	400-450
Level 3 Elementary	Key English Test KET	120-140	3.0-4.0	Waystage A2	225
Level 2 Pre-Elementary				A1+	
Level 1 Beginner				Breakthrough A1	125

Afternoon Options

These options are subject to demand and may require minimum class numbers to run. You can change options during your course if you wish. Afternoon options are from 12.40pm-2.30 pm, Monday - Thursday.

The 'Conversation' option is automatically chosen for students if the other options are not available.

○ **Conversation**

A lively, highly interactive and enjoyable option which covers all the sounds used in spoken English, with work on intonation, stress and linking. Also develops listening and speaking skills, with an emphasis on fluency and communication.

○ **Pronunciation Lower**

▪ **Levels A1 to A2 & Upper Levels A2+ to B2**

A 3-week Pronunciation course develops listening and speaking skills, including pronunciation, with an emphasis on fluency and the use of practical spoken English.

The syllabus includes an introduction to the Phonetic Chart and develops this through concentrated practice on problem sounds. Each day also exposure to other elements in pronunciation with attention to weak forms, connected speech, rhythm and intonation.

○ **New Zealand Studies**

▪ **Levels B1 or higher**

This 6-week course will give students a broad overview of the language and culture which make New Zealand unique. Content covers:

- History/ Geography,
- Maori Culture,
- Language,
- Food, Wine and Beer
- Songs/Films/Poetry/Books/TV
- TV Soaps/Artists/Directors
- Things to do/Places to go
- Flora and Fauna

○ **English for the Business World**

▪ **Levels B1/B1+ and B2/C1**

English for the Business World is an afternoon class option (6.5 hours per week) for higher level students who usually take it as part of a full-time general class. The fees are the same as General English.

Our English for the Business World course uses parts of the Cambridge University BEC Vantage materials as well as other practical and business focused material.

Topics that the class covers include writing emails and reports, business vocabulary, negotiations, cross-cultural training, networking, job-search skills, telephoning, time- management and other skills. Speaking is an important part of the class. Students will learn how to introduce themselves, how to speak in front of a group, how to discuss a product or a business topic and how to write and deliver a business presentation.

Students will also learn how different kinds of businesses are organised and run. This class is highly recommended for anyone who wants to use English for their job or study for a business diploma/degree in the future.

Business English classes are run at a maximum of 18 students per class.

○ **CV Writing and Job Interview Skills**

Worldwide has a great support service for students from these countries to help them settle in NZ and find work.

At Worldwide School, we can help you to find your part time job with our CV Writing and Job Interview Skills programme.

We will provide you with information about working in New Zealand and a list of job vacancies. Areas of employment include Restaurants, Cafes, Hotels, Shops, Supermarkets, Travel/Tour Agencies and tourism operators. We also offer Career Counselling, CV Preparation, Interview Skills Training and Application for a New Zealand Tax (IRD) Number. We will teach you about NZ labour laws, what your rights are, rates of pay etc.

We recommend you also do the following:

- Check employment sites on the internet.
- The student should be prepared to accept any reasonable offer of employment. A “reasonable offer” is defined as a position meeting the student's qualifications within one of the following industries:
 - Fruit-picking, Factory Work, Labour Hire, Hospitality, Hotel, Promotional Work, Call Centre, Basic Administration, Retail, Tourism, Adventure / Outdoors

IMPORTANT: Please note we DO NOT find jobs for the students. This they need to do for themselves. However, the "support" given helps them do this with little or no problem.

○ **Private Lesson - One-To-One Tuition**

Ideal for the serious student. An individual afternoon programme to complement your morning class. Focus on the areas of language that you need to work on. There is an additional tuition fee per week for the Private Lesson programme and a resource fee of NZD 20 per week (please see our fees list).

○ **Cabin Crew**

- **Levels B1 or higher**

An overview of all the requirements and responsibilities of a flight attendant at every stage of a flight. Topics covered in this course include

- What is a flight attendant? Description of the career and personal qualities required
- Pre-flight, boarding and inflight procedures
- Cabin Crew Service and good customer service
- Common First Aid situations and emergency procedures

○ **Aviation English**

- **Levels B1 or higher**

English for specific purposes are available on demand at Worldwide School.

We offer special classes or options for individuals or groups needing aviation English training.

English for flight attendants. English for air traffic controllers English for pilots.

Here at Worldwide we have provided classes for students from; Poland, Saudi Arabia, New Caledonia, Brazil, Colombia, Japan, Korea, Thailand and France for students who require to learn specific Aviation English.

○ **English for Health & Well-Being and Healthcare**

- **Levels B1 or higher**

The course develops students' language and communication skills for a career in healthcare and covers healthcare vocabulary, healthcare terminology and how to communicate in different professional situations.

○ **English for Hospitality**

▪ **Levels B1 or higher**

The course develops students' English language skills to enable them to communicate effectively in a range of roles in the Hospitality industry, with the focus on Hotel Housekeeping and Food and Beverage.

○ **English for Sports, Recreation & Tourism**

▪ **Levels B1 or higher**

The course develops students' English language skills to enable them to communicate effectively in the context of Sports, Recreation and Tourism.

Topics covered in this course include:

- Types of tourism
- NZ Regions and NZ National Parks
- Extreme Sports, Sporting Events and Tourism
- Tourist Attractions & Heritage Tourism
- Tourism Job Seeking

We enrol students under the age of 18 into our English Language courses, however, additional regulations apply as stipulated by the Pastoral Care of Tertiary and International Learners Code of Practice 2021.

It is recommended that students are 18 years old of age at the enrolment, however, younger learners may still enrol if they are turning 18 during their course. We have no maximum age.

Our average class sizes range from 14 to 16 students.

The General English programme focuses on improving students listening skills and spoken fluency.

We are also just 15 minutes' walk to the beautiful harbour area. It is a great location for students.

On their first day at school, Students sit a placement test that consists of

- a Grammar & Vocabulary Multiple-Choice Test
- a writing task
- an Interview with a senior member of the Academic Team

and placed carefully into their correct level.

Students can be promoted to a higher level when they have passed the required skills tests. These tests are given in Week 3 and Week 5 of the 6-week Block.

In addition, teachers do regular reviews of grammar and vocabulary in class.

Assessment of students' learning is both formal and informal.

Informal

Teachers are encouraged to use progress tests from the course books being used along with other tests of language taught in the class.

Formal

Formal assessment of skills is done in the **third** and **fifth** week of the **six-week block**. Formal test scores are entered and permanently saved on the student's record on a computer database.

Promotion

A percentage score is given for each skill based on the assessment. A student who scores a **70% average across all five tests** is considered ready for the next level. Students advance at their own pace but would spend approximately 12 weeks at each level. (e.g., A2 to A2+ or B1 to B1+)

Grammar/Vocabulary

Tests are given in **Week 3**. The test score is out of 50.

A percentage score is recorded and 50% on the test is deemed as the norm.

Writing

Tests are given in **Week 3**. The test score is out of a maximum of 25.

There are two criteria scales – levels 1-4 and 5-8.

For the Six-Week report this number is turned in to a percentage.

Moderation – exchange 2 student papers with the relevant afternoon teacher of these students and compare marks. Both teachers should sign off.

Speaking

Assessment is done in **Week 5** of the block.

There are two criteria scales – levels 1-4 and 5-8.

Teachers may choose to base the assessment on the student's performance while in the class or to use an appropriate task from the Speaking Assessment file.

The assessment score is a number out of a maximum 20 (L1-4) or 25 (L5-8).

For the Six-Week report a percentage score is recorded and 50% on the test is deemed as the norm.

Moderation – consult with the class's afternoon teacher. Both teachers should sign off.

Reading

Tests are given in **Week 5**. For the Six-Week report the score is turned into a percentage.

Listening

Tests are given in **Week 5**. For the Six-Week report this score is turned into a percentage.

Full-time General English (20 hours per week)

Full-time General English course students join morning classes for 20 face-to-face delivery hours and, in addition, can also do supervised independent learning in our school library.

Full-Time General English Course FAQs

1. **Can I get a student visa with this course?**

Yes, for the Full-Time General English 20-hour-a-week courses you can.

You cannot get a student visa with our morning only 13.5-hour a week course.

2. **When can I study?**

Currently you must study in the morning classes 9 am-12.00 pm Monday to Friday and Elective afternoon classes 12.40 pm-2.30 pm.

3. **What are the library hours for this study?**

Monday to Thursday from 8.00 am-9.00 am during lunch and after school every day.

4. **Will there always be a teacher in the Library?**

The library is always staffed. There will be a dedicated Worldwide School teacher when the Library is open.

5. **How often must I meet the teacher for 1-1?**

You will meet your teacher at the end of the 6-week Block for a 1-1 conference. However, you can also discuss study options with the Library teacher anytime during the allocated 1-hour Library slot or after class.

6. **Do Library classes count towards the total required face-to-face delivery hours?**

No, you must attend a morning and an afternoon class to meet the requirements of your student visa conditions. 20 hours a week of Teacher contact hours is required by Immigration NZ.

7. **What can I study at the library? Can I decide what or does the library teacher decide?**

You will complete a needs analysis during your first library session. The library teacher will discuss this with you and together you will design a study plan and choose areas where you would like to improve, e.g., reading, writing, listening, vocabulary, grammar. You will then work at your own pace and the teacher will monitor your progress. Your study plan can be updated when required. There is a variety of resources in the school library for both skills and language development.

Schoolworks Online Student Management System

At Worldwide School we have an Online Student Management System-Schoolworks.

Schoolworks Student Portal is a communications portal between the student and the school. The student can use the system anywhere, anytime, to access messages from teachers, counsellors and Worldwide staff. They can also get recent Worldwide School news and events, Auckland news and events as well as read their progress reports, check attendance and check their progress test scores.

Academic English Options

IELTS

Our IELTS course is for students requiring an IELTS score of at least 5.0 and need to take the exam at the end of the course or are also planning to study with a pathway partner of Worldwide School. There are 3 levels of IETTS Exam Preparation:

- Step Up to IELTS Level B1
- Foundation IELTS Level B1+
- Ready for IELTS Level B2

The IELTS Preparation courses start at the beginning of each 6-week Block

2024 Start Dates

- 8th January 2024
- 19th February 2024
- 2nd April 2024
- 13th May 2024
- 24th June 2024
- 5th August 2024
- 16th September 2024
- 29th October 2024

The IELTS exam is created by the University of Cambridge ESOL, idp IELTS Australia and is available as a paper-based IELTS (three sessions per month) and a Computer-Based IELTS (multiple sessions per week).

In 2024 the exam costs \$395.

Textbooks. Class sets are provided for all IELTS students. The book and resource fee is \$130 NZD.

Structure

Our IELTS course is a Full-Time programme and runs from Monday to Friday, Morning Class 13.5 hours a week and an Afternoon Class 6.5 hours per week.

This course is at the same tuition rate as General English classes. IELTS courses run with a maximum of 14 students in the class.

Aims

The IELTS course has 5 main aims:

- to give students a thorough overview of the IELTS exam format
- to give students opportunities to practise IELTS tasks and example questions
- to improve students' overall proficiency by developing reading, writing, listening, and speaking skills
- to build students' knowledge of vocabulary specific to the IELTS exam
- to review the grammar necessary for students to perform well in IELTS

Offshore pre-tests are available for you to use.

Cambridge English Exam Preparation Classes

We prepare students to take the internationally recognised University of Cambridge ESOL exams. We run Cambridge First (FCE) and Cambridge Advanced (CAE) classes at set times during the year. They are available three times in 2024. A Cambridge Proficiency (CPE) class is not usually run and is also not available for the summer course (exam in March).

Students wishing to take the CPE exam have the option of joining the CAE class in the morning and receiving one-to-one assistance in the library in the afternoon if CPE numbers are insufficient (minimum 6) to run a class.

Students are also required to have an Advanced English dictionary.

Your margin (commission) is paid on this total amount.

Offshore pre-tests are available for you.

Current General English students not booked for FCE/CAE are able to transfer if they pass the pre-test and pay NZ\$550 for the exam and books.

Dates for 2024

10-week Summer classes at Worldwide School:

B2 First Course Dates: 8th January – 15th March

C1 Advanced Course Dates: 8th January – 15th March

B2 First Exam 15th March

C1 Advanced Exam 16th March

12-week Autumn classes at Worldwide School:

B2 First Course Dates: 11th March – 31st May

C1 Advanced Course Dates: 11th March – 31st May

B2 First Exam 4th June

C1 Advanced Exam 5th June

12-week Spring classes at Worldwide School:

B2 First Course Dates: 2nd Sept – 22nd Nov

C1 Advanced Course Dates: 2nd Sept – 22nd Nov

B2 First Exam: 26th November

C1 Advanced Exam: 27th November

Business English--English for the Business World

Business English is an afternoon class option (6.5 hours per week) for higher level students who usually take it as part of a full-time general class. The fees are the same as General English.

Our Business English course uses parts of the Cambridge University BEC Vantage materials as well as other practical and business focused material.

Subjects that the class covers include writing emails and reports, business vocabulary, negotiations, cross-cultural training, networking, job-search skills, telephoning, time- management and other skills. Speaking is an important part of the class. Students will learn how to introduce themselves, how to speak in front of a group, how to discuss a product or a business topic and how to write and deliver a business presentation.

Students will also learn how different kinds of businesses are organised and run. This class is highly recommended for anyone who wants to use English for their job or study for a business diploma/degree in the future.

Business English classes are run at a maximum of 18 students per class.

Aviation English

English for specific purposes are available on demand at Worldwide School.

We offer special classes or options for individuals or groups needing aviation English training.

English for flight attendants. English for air traffic controllers English for pilots.

Here at Worldwide we have provided classes for students from; Poland, Saudi Arabia, New Caledonia, Brazil, Colombia, Japan, Korea, Thailand and France for students who require to learn specific Aviation English.

English PLUS Internship Programmes

Worldwide runs a lot of extra programmes which appeal to students who are interested in a unique and exciting experience beyond the classroom.

Many of these programmes need extra agency knowledge and extra enrolment requirements. For more details before making an application please contact the school.

Working Holiday Visa Schemes

A number of countries have a Working Holiday Visa agreement with NZ (and more are added each year)

In 2024 these countries are:

Argentina
Austria
Belgium*
Brazil
Canada*
Chile
China
Croatia
Czech
Denmark*

Estonia
Finland*
France*
Germany*
Hungary
Hong Kong
Ireland*
Israel
Italy*
Japan*

Korea
Latvia
Lithuania
Luxembourg
Malaysia
Malta
Mexico
Netherlands*
Norway*
Peru

Philippines
Poland
Portugal
Singapore
Slovakia
Slovenia

Spain
Sweden*
Taiwan

Thailand
Turkey

United Kingdom*
USA*
Uruguay
Vietnam

***Working holiday schemes that can be applied for if travelling from a quarantine-free travel zone.**

PLUS Unpaid Internship

Satisfy your requirements by doing a volunteer internship experience with a company in Auckland.

At Worldwide School we are offering different options for unpaid work experience in Auckland, New Zealand.

- Study plus Full-time Internship
- Study and Internship

These options are available for students who need or would like to do voluntary work experience and would like to do it in New Zealand. Students need to contact Worldwide School or their agent before enrolling so that their appropriateness for this programme can be assessed.

Study PLUS Full-Time Internship

The Worldwide School of English Study PLUS Full-time Internship Programme is divided into two parts: Depending on the English level the student must do at least 4 weeks of Full-Time English language study (minimum English level should be at B2) followed by an internship of 6-24 weeks in the area of the studies and/or previous work experience.

This Internship programme is operated by a professional placement company and on a case-by-case basis.

An applicant must first send the completed Internship Programme Application Form to Worldwide School along with some documents.

This should include:

1. Business Industry they wish to do an Internship. They should include at least 3 areas of interest.
2. CV of applicant in Word format - including previous work experience and study. Ensure has name, phone, skype and email details.
3. Cover Letter in Word format. Ensure has name, phone, skype and email details.
4. Time of year they would like to come and length of English study and Internship.
5. We also need to know their level of English, which must be at least Upper-Intermediate (Level 6 / B2) before a placement is possible.

We can send a Pre-test for the student to do, please ask us. Once we have accepted the applicant for the Programme, there will be more documents to provide (i.e. Signed Programme Agreements, Passport, Visa Insurance, Pictures, References, University requirements etc.)

We will send you a checklist to make sure that you submit them all prior to the student's interview with our partner.

It is necessary for the placement company to interview the student before a placement is confirmed. The interview will usually take place before arrival, over the phone/skype.

This is as much for the student as for the placement company. This will give the students the chance to express their interests and goals for the internship. The placement company will then tailor made a placement aligned to the candidate's capabilities and objectives.

It is very important that our internship applicants understand that the Host Company will ask them to complete tasks not directly related to their degree. For example: a marketing graduate with typing skills may do some data entry for their company as well as assisting and observing an advertising campaign.

It is quite a large commitment for companies to accept a student because they take up time of at least one staff member and if the Intern is taking some of the workload, the programme benefits the company as well as the Intern.

As each student's application is individually assessed, an area not included with the placement possibilities list may still be possible.

Study and Experience

This is a Joint Programme between Worldwide School and Crown Institute as part of their tourism and hospitality partnerships.

Students must have a minimum B1+ level of English (Offshore pre-tests available) to join this programme.

Minimum 4 weeks and maximum 12 weeks programme.

Study English Monday – Friday 9am -2.30 pm and Friday 9.00 am- 12.00 pm (20 hours per week).

Local Business Tours conducted by Crown Institute of Studies.

(12 hours per week)

Worldwide Services

- Native language counsellors
- Free further study counselling
- Free internet and Wi-Fi
- Mail service
- Scan and print documents
- After school activities
- Accommodation arranged
- International exams arranged
- Advice on all aspects of study, travel, work and living in New Zealand

For more information, please contact the school on info@worldwideschool.nz

Facilities

There are a lot of facilities in our building.

The Library/ Self Study Centre.

The Library is open before school 8.00 – 9.00, lunch time 12.00 - 12.40 pm and after classes 2.30 - 5.00 pm every day.

It has over 1000 ESL readers at 6 different levels, self- study materials for TOEFL, TOEIC, IELTS, BEC, TKT, FCE, CAE and CPE exams, grammar and listening worksheets with computers and headphones, more than 30 computers with English language software as well as 3 EFL subscription magazines, other magazines, newspapers and many reference books. Students can take books home for up to two weeks.

Student Lounge

Our large student lounge has big windows and great views and is available for students to use, before class, during breaks and after school.

The student lounge has a cafe with affordable and delicious food and drinks for sale, as well as hot water and microwaves where students can heat their lunch.

There are sofas, chairs and dining tables for students to use. There is also an outside deck area with sofas, chairs and tables as well as a Ping Pong table.

Prayer Room

For students who need a quiet place to pray we provide a prayer room.

Worldwide Accommodation

Homestays

At Worldwide School we provide students with a New Zealand family to live with while studying at Worldwide School. The homestay family will show them how to get to school on their first day and help them discover Auckland and learn about "Kiwi Culture".

All our homestays are inspected by our Homestay Coordinator as well as Police checked. Our Homestay Coordinator also interviews each family. As soon as our Homestay Coordinator receives information about a new student, they match each student to the best possible family. All of our families live close to a bus stop and other conveniences and are on average between 45-60 minutes away by bus. No student is ever placed in a homestay where another person (student) speaks his or her native language.

All students in homestays have their own bedroom with bed, study desk with light and chair in the room. Homestay details are usually sent to the student 2 weeks before the student is due to arrive. Students are welcome to start communicating with their family before they arrive.

Homestay families like to get to know students and learn about their country, so students should be encouraged to talk as much as possible with their family. New Zealand family culture is usually relaxed and informal, but politeness is greatly appreciated. All meals on weekends and holidays are included and breakfast and dinner are included on school days. Students are expected to help with housework and obey family rules. They should try to keep shower length to a minimum, as most New Zealand families have a limited supply of hot water.

Some host families will do laundry for their students, and some will not. It is a good idea for the student to ask the host family how to use the washing machine. The family will either explain how or tell the student they will do the washing for them.

If the family invites the student to go on a trip or excursion with them, the student needs to check what they will need to pay for.

The weekly rate for regular homestay is NZ\$370. For students wishing to stay an extra day or more at their homestay the daily rate is NZ\$60 per day. Double rooms in homestays are more difficult to find and arrange, so we still charge the placement fee of NZ\$350 to each student.

Internet access is available in all homestays and is also included in the weekly fee.

All mid-week arrival student **MUST** book and pay for Airport pick up unless a local based partner is arranging pick up. Early arrival students are encouraged to leave the house during the day to do some sightseeing and also visit the school to take their pre-test. Mid-week arrival students will also not be able to start classes until the following week.

Please also note that there will be limited homestay availability for mid-week arrivals as many host families are not willing to take a student not arriving at the weekend.

The first 4 weeks of a homestay cannot be refunded. If a student wants to leave, a 2-week notice must be given to both the family and the Homestay Coordinator.

Apartments

We also help book budget apartment options for our students. These apartments are separate organisations and **NOT** owned by Worldwide School.

The apartments we work with are within very easy walking distance to Worldwide School of English, Queen

Street shopping area, pubs, café's, entertainment, and all public transport.

The minimum booking period for apartments is 4 weeks. Most apartments have a refundable bond that is payable on arrival to the Management at all City Apartments. Some apartments deduct some of this for a final cleaning bill.

Accommodation payment is made to Worldwide School for the initial booking. Students wishing to extend (minimum 2 weeks) need to contact the school first to arrange.

Please note that as the City Apartments are not owned by Worldwide School, and we are not liable for any issues or problems a student may have. We will of course do all we can to help in the event of any issue or problem with the apartments.

The first 4 weeks of an apartment cannot be refunded. If a student wants to leave, 2-weeks' notice must be given to both the Apartment Manager and the Accommodation Manager at Worldwide.

Accommodation Change Policy

1. Extending current Homestay or Apartment - no charge (Apartment minimum extension 2 weeks)
2. Changing Homestay or Apartment through no fault of the student (i.e. sudden allergies - HS has a change in circumstances - extends Course but HS or Apartment is not available) - no charge for first change

Any changes due to personal preference (i.e. too far from the city - be close to friends in a certain area, doesn't like to eat vegetables etc.) or they just wish to change to another accommodation after this - full charge of accommodation placement fee of NZ\$350.

Attendance

Worldwide School expects students to attend all classes. We are very strict about our school rules on attendance and uphold all standards for attendance for international students outlined by our Immigration Department.

If a student's attendance is less than 80%, they will receive a warning letter. As their Retailer you will also receive a copy of this letter so that you are informed and possibly able to do something to help.

If a student graduates with less than 80% attendance, **they will not receive a certificate**. If a Student's attendance remains below 80%, they will be issued three warning letters. The third and final warning letter means the student will lose their place at Worldwide School of English, receive no tuition fees refund and the Immigration Department will be informed.

If a student is sick, they need to call the school. In addition, students will be marked absent if they are more than 10 minutes late for class.

We expect students to be on time for classes.

Worldwide Enrolment

Class Movements and Enrolment Deadlines

It is not possible for students to move across the same level from one class to another without the recommendation of the class teacher and approval by the Director of Studies.

Students wishing to change class or move up to the next level need to speak with their teacher or senior academic staff. Morning students need to achieve at least 70% average in all the four skills tests before they can be moved to the next level. Tests are held in Week 3 and Week 5 of the 6-week Block.

A student's teacher can give advice about how to improve in problem areas. Movements are decided in Week 6 of the Block.

Students wishing to sign up for afternoon class options need to do so before 12.00 pm on the Thursday the week before the class starts.

Students wishing to extend their studies must inform the office and pay before 12.00 pm on the Thursday of their last week.

Enrolments to start the following week not requiring a student visa must be submitted before 12.00pm Thursday.

Enrolment Procedure

At Worldwide School we accept enrolments via email or online. The enrolments must follow Worldwide's official form, either online on www.worldwideschool.ac.nz or through a PDF version.

We have a "within 24 hours" turnaround policy on all general enrolments. If you have sent an enrolment and hear nothing from us after 2 days, please send the enrolment again as we may not have received it. We send 2 kinds of invoice documents, the Memo (the document you can give the student to show the amount they must pay) and the Invoice (for you to know how much we expect to receive).

Please note that under NZ law and to comply with international money laundering regulations we can only send a receipt for the actual amount received. Therefore, if a net amount is received, we can only send a net receipt. It is illegal to send another receipt in this case.

If you need a document to show the student, then please stamp "paid" on the Memo.

If the enrolment includes the request for Worldwide School to arrange further study at a New Zealand tertiary institute or high school, you must send all the necessary student documentation. We are happy to arrange the Conditional Acceptance Letter and assist you to receive your total margin from the next institute.

Worldwide Bank Account Details

PLEASE PUT STUDENTS FULL NAME or Worldwide student number AND DATE OF TRANSACTION ON BANK PAYMENT DETAILS.

OUR BANK ACCOUNT IS:

Bank Name: Westpac Banking Corporation
Branch Address: 79 Queen Street, Auckland, New Zealand
Account Name: Worldwide School Ltd
Account No: 030 104 0241810 00
Swift Code: WPACNZ2W

Payments received in New Zealand must equal the NZ\$ amount we have sent to you including any bank fees.

If the amount received is less than the amount requested, we will request that the rest of the payment be made as soon as possible. In some cases, we will reduce the number of weeks of a student's course. If you want to send in US\$ or another currency, please contact our Administration on info@worldwideschool.nz. The currency rate we send will be valid for 1 week. If the amount is sent after a week and the rate has changed, you may be asked to pay more.

We are also able to accept payment by Mastercard or Visa card. Credit card payments have a surcharge of 2.5%.

Student Fee Protection

Worldwide School of English has developed its Student Fee Protection Procedures in accordance with Student Fee Protection Rules 2022 and Outcome 10 of the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021.

This ensures that student fees are secure from misappropriation and are only made available to WWSE in accordance with the New Zealand Qualification Authority's Student Fee Protection Rules 2022 and NZQA approved Trust Deed regulations.

Fees paid to WWSE in advance are held by Static Trust and in the event of a course closure, they will be transferred to an alternative provider or to the person/Agent who paid the student's fees to us. This arrangement has been accepted by the New Zealand Qualifications Authority as meeting the requirements of the Education Act 2020 and the Student Fee Protection Rules 2022.

Our Trust account number:

Westpac Trust Account

03-0104-0266719-90

Trustee name: Wojcik & Wilgermein

Worldwide Retailers Margins (Agent Commissions)

Please note that due to tax rules in New Zealand we operate under the Wholesaler/Retailer structure. Therefore, your Agreement does not mention "commission" rates. We use the term "margins".

If you are paying the Net Invoice amount, then we send a receipt for that amount.

If the student is paying directly the full amount (Recommended Retail Price/Gross) Worldwide School will send your margin to you, after we have received an invoice from you, at the end of the month after the student has completed their first 10 days of study (due to NZ government rules on refunds).

All payments from Worldwide require an invoice. Please include Bank Account Number, Account name, Swift Code and Worldwide School student number.

Worldwide School WILL pay margins on extensions and re-enrolments. We will also pay a margin if a direct enrolment has obviously come through as a result of receiving information from your office. We do not pay margins on upgrades to courses (e.g. Full-time General to Full-time Intensive).

Margin on extensions will be paid when the student(s) have graduated and finished their study at Worldwide School, not after each extension period.

Margins are paid by bank transfer at the end of each month.

Worldwide Documentation

After we have sent a payment request, we will wait for bank confirmation of correct payment. As soon as funds have been received, we will email you the necessary documents for your student. If a student needs to apply for a visa, we recommend sending payment to us 3-4 months ahead.

WE CANNOT SEND DOCUMENTS FOR A VISA BEFORE OUR BANK IN NEW ZEALAND HAS CONFIRMED PAYMENT.

Refunds

Current Government regulations for private language schools in NZ are:

Courses three months or more

If the course is of three months' duration or more and the withdrawal occurs up to the end of the tenth working day after the first day on which the PTE requires the student to attend the establishment:

In such cases the PTE may deduct up to 25 per cent of the fees paid, provided the PTE incurred costs to this amount and can justify these costs.

(As per [section 357\(3\)](#) of the Education Act 2020 and as set out in the [Education \(Refund Requirements for International Students\) Notice 2012](#).)

Courses five weeks or more but less than three months

If the course is of five weeks or more but less than three months and the withdrawal occurs up to the end of the fifth day after the start of the course:

In such cases, the PTE must pay an amount equal to the fees paid less a deduction of 25 per cent.

(As per section [529\(1\)\(c\) and \(d\)](#) of the Education and Training Act 2020.)

Courses under five weeks

If the course is under five weeks and the withdrawal occurs up to the end of the second day after the start of the course:

In such cases, the PTE must pay an amount equal to the fees paid less a deduction of 50 per cent. However, if two days constitutes the full amount of tuition paid for by the student, the PTE may retain 100 per cent of the payment.

(As per section [529\(1\)\(c\) and \(d\)](#) of the Education and Training Act 2020.)

Refunds are made after the student visa has been cancelled for Worldwide School and/or changed their return flight and shown these to a Director at Worldwide School.

After the above periods, no refund will be given unless in exceptional circumstances and will be at the discretion of the Directors.

PTE's own refund policy

These are minimum requirements. Students are entitled to a refund in line with a PTE's own refund policy. This may allow for amounts greater than the above. In special circumstances a PTE may also elect to make a refund that is greater than specified in its refund policy.

Before arrival in New Zealand:

In the event of a cancellation before arrival in New Zealand due to a visa decline or other personal reasons there will be a refund of all fees paid minus a cancellation fee of NZ\$500, any admin fees for work already done and any bank charges. Students can shorten their courses up to a month before arrival. An admin fee of \$500 NZD will be charged if the tuition fees have been already paid.

If a visa has been issued, Immigration New Zealand must be informed.

In addition, if there is accommodation cancelled less than 2 weeks before course starts, then the first 2 week's accommodation fees will also not be refunded.

Refunds are calculated in NZ\$ regardless of the currency in which payment was received. Please send an invoice for the amount with student name, bank account details and amount. We cannot make any payments without an invoice.

Accommodation refunds:

After arrival, accommodation payments can be refunded after a 2-week notice is given to the Worldwide School Accommodation Manager.

Students cannot have their first 4 weeks of accommodation refunded. Accommodation refunds are given after the 2-week notice and after the student has actually left the accommodation.

For updated information please go to: <https://www.worldwideschool.ac.nz/refund-policy/>

Visa Regulations

The following countries are visa waiver for New Zealand:

Argentina, Austria, Bahrain, Belgium, Brazil, Brunei, Bulgaria, Chile, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hong Kong, Hungary, Iceland, Israel, Italy, Japan, Korea (South), Kuwait, Latvia, Liechtenstein, Lithuania, Luxembourg, Malaysia, Malta, Mexico, Monaco, Netherlands, Norway, Oman, Poland, Qatar, Romania, San Marino, Saudi Arabia, Singapore, Slovakia, Slovenia, Spain, Sweden, Switzerland, UAE, Uruguay, Vatican City.

A person from these countries must have an NZeTA (New Zealand Electronic Travel Authority) before travelling to New Zealand.

This applies to travellers from visa waiver countries including students coming to New Zealand for short term English language courses, friends and relatives who visit students and education agents coming for a FAMIL tour.

If a person wishes to extend their time in New Zealand to study for more than 3 months, then they must apply for a student visa, which they can do in New Zealand.

We help students extend their study with us, with visa/immigration information, as long as they meet our conditions (for more details please contact us about those).

Students from countries who are not visa free need to apply for a visa from their country. For information on the nearest Immigration NZ office or Embassy that issues visas for your country, please contact us.

Airport Arrivals

Airport pick up can be arranged at a cost of NZ\$130. The Airport Pick Up Service will be in the public waiting area of arrivals at the airport. The student MUST NOT talk with a person or go with a person that does not have the Worldwide School sign.

The Airport Pick Up Service will be holding a Worldwide School sign with the student's name.

We will send a map of the airport along with the host family or apartment details. Apartment details are sent with the enrolment. Homestay details are sent 2-3 weeks prior to starting their course.

IMPORTANT. Please send flight number and times and make sure that you double check the ARRIVAL DATE IN NEW ZEALAND. Because of time differences your students may arrive 1 or 2 days AFTER their departure date.

If the student is not staying in accommodation arranged by Worldwide School, we will also require the address and contact phone number. Our airport pick-up company will not transfer if there is no known address.

If we receive incorrect flight details, there will be a NO SHOW fee, or the student will need to pay for the second airport pick up (NZ\$130).

Also, please do not send flight details on the Friday of the weekend before the student arrives. Because New Zealand time is ahead of all other countries, your message may arrive on a Friday night or Saturday morning New Zealand time, and nobody will receive your message.

If the student is lost at the airport, they should not panic. Contact one of the Airport Help people at the airport and get them to phone the homestay family or one of our emergency numbers.

The student should not walk around the airport but stay in one place and wait for the pick-up service to find them in the waiting area. However, if the student is still waiting 2 hours after the correct arrival time and has not been able to contact the family, they should take a taxi to their accommodation by themselves and wait for the family there. They will be reimbursed for this taxi fare and should keep the receipt. If pick up is missed due to wrong arrival details being sent this amount will not be reimbursed.

Airport Departure

Return to the airport needs to be arranged separately. Worldwide School can organise airport return by our airport pick up company (NZ\$130). In many cases students make friends who will take them to the airport, and it is possible for students staying a long time with a homestay family that they will be driven to the airport at no extra cost by the family (although this is not a requirement of the family).

Worldwide Counsellors

We provide a support counsellor for ALL our students.
In most cases we have native speaking counsellors.

We have native and non-native speaking counsellors on site or on call for the following languages:

- Arabic
- Chinese
- French
- Japanese
- Korean
- Polish
- Portuguese
- Russian
- Spanish
- Thai
- Vietnamese

The counsellor's job is to take the student on their orientation programme, usually on the first day at school. They then help with difficult requests and give advice on life in Auckland.

Please tell your students that they should also talk with their counsellor if they need help or advice in case of any problems. The counsellor is NOT a 24-hour babysitting service for the student and should not be asked unreasonable requests by the student or retailer. In addition, the counsellors are not qualified to help students with psychological issues. However, the counsellor is available during work hours Monday-Friday 9.00 am-5.00 pm.

Worldwide Orientation Programme

All students at Worldwide School receive an orientation programme.

On the day or weekend that the student arrives their counsellor will phone them at their homestay to check that they have arrived safely and everything is OK.

On Monday morning students take their placement tests.

Students arriving the week before can take their test then.

The Placement Tests are in 3 parts:

1. Grammar/Vocabulary Test,
2. Writing Test and
3. Interview (speaking test).

They then receive a 45-minute orientation session including school rules and options and opportunities available to students as well as a tour of the school and a talk on life in New Zealand. Their counsellor will explain many things such as bank accounts, post office, sim cards, bus passes as well as any other questions or problems the student may have. On arrival all students also receive a "WELCOME FOLDER".

It will have information on Auckland activities and attractions, a Worldwide School pen and their Self Study passport. It is also the folder where students will put all their photocopied study material.

Worldwide Activities

Weekend Trips and Activities

Worldwide School works with a professional tourism company. The company has tours going to different destinations in the North Island of New Zealand. Often, we have 3 or 4 arranged options each weekend.

The most common and popular weekend trips are Hobbiton, Rotorua/Lake Taupo/Waitomo Caves, Bay of Islands, Mount Ruapehu (in winter, for skiing and snowboarding), Waiheke Island, and The Coromandel.

Weekend trips cost between NZ\$180 and NZ\$300 and include accommodation, transport, most activities

and some meals. Some are just a Saturday or Sunday one-day trips. These include, learn to surf, horse riding and wine tasting etc.

Social and Activity Programmes

Every day of the school week we have social and activity events organised.

These usually are: (and some others as well)

- Body and Mind connection (Yoga and Stretching Classes)
- Sport Day (Volleyball, Football, Touch Rugby, others)
- Dinner with Classmates
- Social Meetings (Pub Night)
- School Parties (every 2 months)

The social and activity programmes are very popular and are great ways for students to practise English in an informal environment and socialise with students from other classes.

Worldwide Contacts

Emergency Contact Details

Ms Josephine DO (retailers call only please)

Mobile number: +64211252955

Email address: jkdo@worldwideschool.nz

Airport pick up emergency.

021 272 1010 (in NZ)

+64 21 272 1010 (FROM OVERSEAS)



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