



STUDENT HANDBOOK



WORLDWIDE
SCHOOL OF ENGLISH

FOCUS ON
IELTS

FOCUS ON
IELTS

Introduction

Dear Student,

Welcome to Worldwide School! We hope that you will enjoy your experiences here and improve your English and your understanding of the world. We hope you will also learn about some of the other cultures in our world, make friends with people from different countries, and learn a lot about New Zealand. We will make your stay in New Zealand an enjoyable and valuable experience.

This Student Handbook gives you important information about our school, accommodation, Auckland and New Zealand.

It is divided into four main sections:

Section 1 – General Information

Section 2 – School Services and Facilities

Section 3 – School Policies and Procedures

Section 4 – Life in New Zealand

Please read each section carefully and if you have any questions, ask your Counsellor or any other member of staff.

Thank you for choosing to study at Worldwide School.

Yours sincerely,

Dr. Josephine Do

Owner and Managing Director

Section 1 - General Information

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
Academic Staff		
Director of Studies (Anzac Campus)	Matt Hunt	matt@worldwideschool.nz
Assistant Director of Studies (Anzac Campus)	John Putt	john@worldwideschool.nz
Administration Staff		
Director of Marketing, Global & Student Engagement	Joy Mebun	joy@worldwideschool.nz
Student Administration & Office Manager	Luiz Brito	luiz@worldwideschool.nz
Japanese Counsellor & Japanese Sales and Marketing Manager	Daniel Lilley	daniel@worldwideschool.nz
French and Italian Sales and Marketing Representative	Pilar Sorba	pilar@worldwideschool.nz
Arabic Counsellor & Marketing Coordinator	Maya Swaid	maya@worldwideschool.nz
Chinese Counsellor China Marketing Coordinator	Dobie Wong	dobie@worldwideschool.nz
Korean Counsellor Korean Marketing Coordinator	Kayla Kong	kayla@worldwideschool.nz
Japan marketing Counsellor and Coordinator	Takafumi Kawamata	takafumi@worldwideschool.nz
Sales and Student Service Coordinator	Bella Chen	bella@worldwideschool.nz
Finance & Accounts Manager	Kim Ong	kim@worldwideschool.nz
Thai Counsellor & Accounts	Ploy Apikamolkul	ploy@worldwideschool.nz
Vietnamese Counsellor & Marketing	Jennifer Huynh	jennifer@crown.ac.nz
Spanish Counsellor & Marketing Support	Sebastian Ibanez	sebastian@worldwideschool.nz
Russian Counsellor	Olga Polyakova	olga@worldwideschool.nz

Location

Worldwide School of English
Main Campus
80 Anzac Ave
Auckland 1010
<https://maps.app.goo.gl/gKYpbB1aNofvQ1T3A>



School Hours

Worldwide School is open from **8.00 am until 5.00 pm**, Monday to Friday. Remember, this is your school to use and enjoy! The School is not open on New Zealand public holidays.

Classroom Hours

Morning Class: 9.00 am to 12.00 pm - Monday to Friday

Afternoon Class 12.40 pm to 2.30pm - Monday to Thursday

Evening Class: 4:30pm to 9:30pm - Monday to Thursday

Full-time Course (20h week)	Full-time Eve Course (20h week)	Part-time Course (13.5h week)
<p>Monday - Friday: 9 am-12 pm 9.00 am - 9.55 am (Break 10 min) 10.05 am - 11.00 am (Break 10 min) 11.10 am - 12.00 pm</p> <p>Lunch break (40 min)</p> <p>Monday-Thursday:12.40 pm- 2.30pm 12.40 pm-1.30 pm (Break 10 min) 1.40 pm-2.30 pm</p>	<p>Monday - Thursday 4:30pm to 9:30pm (20h week)</p>	<p>Monday - Friday: 9 am – 12 pm (13.5 hours per week)</p> <p>9.00 am - 9.55am (Break 10 min) 10.05 am - 11.00 am (Break 10 min) 11.10 am - 12.00 pm</p>

School Mailbox

You may use the School as your mailing address while in New Zealand. Mail is delivered to the School daily from Monday to Friday. Please check for your mail every day at the reception desk. Be sure that your parents, friends and family have the School's address, telephone and email information.

Worldwide School of English

PO Box 1094

Auckland 1140

New Zealand

Phone: +64 9 302 52 88

Email: info@worldwideschool.nz

New Zealand Public Holidays 2026

Morning Class: 9.00 am to 12.00 pm - Monday to Friday

Afternoon Class: 12.40 pm to 2.30pm - Monday to Thursday

Evening Class: 4:30pm to 9:30pm - Monday to Thursday

Auckland Anniversary

Monday 26th, January

Waitangi Day

Friday 6th, February

Good Friday

Friday 3rd, April

Easter Monday

Monday 6th, April

ANZAC Day

Monday 27th, April

King's Birthday

Monday 1st, June

Matariki

Friday 10th, July

Labour Day

Monday 26th, October

Christmas Day

Friday 25th, December



Section 1 - School Services and Facilities

Teaching Programme

Our aim is to give all our students the best English language education possible.

The Teachers

Our teachers are all qualified (with CELTA qualifications and university degrees) and experienced native-speaker-level teachers from many different countries. At Worldwide School, we believe it is important for our students to experience the diversity and skills of many teachers. Long-term students will benefit by learning from a number of our teachers, not just one.

Our Curriculum and Teaching Methods

Our courses are approved by the New Zealand Qualifications Authority (NZQA). Our teaching is based on the most up-to-date communicative method 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 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 and our students, who are from more than 30 different countries, is a wonderful chance to really learn and experience international English.

WWSE Levels are Described using the Common European Framework Descriptors

CEFR Level	WWSE English Level	Descriptor
Proficient User C2	Proficiency	<ul style="list-style-type: none"> ✓ Can understand with ease virtually everything heard or read. ✓ Can summarise information from different spoken and written sources, reconstructing arguments and accounts in a coherent presentation. ✓ Can express him/herself spontaneously, very fluently and precisely, differentiating finer shades of meaning even in more complex situations.
C1	Advanced Level 7	<ul style="list-style-type: none"> ✓ Can understand a wide range of demanding, longer texts, and recognise implicit meaning. ✓ Can express him/herself fluently and spontaneously without much obvious searching for expressions. ✓ Can use language flexibly and effectively for social, academic and professional purposes. ✓ Can produce clear, well-structured, detailed text on complex subjects, showing controlled use of organisational patterns, connectors and cohesive devices.
Independent User B2	Upper Intermediate Level 6	<ul style="list-style-type: none"> ✓ Can understand the main ideas of complex text on both concrete and abstract topics, including technical discussions in his/her field of specialisation. ✓ Can interact with a degree of fluency and spontaneity that makes regular interaction with native speakers quite possible without strain for either party. ✓ Can produce clear, detailed text on a wide range of subjects and explain a viewpoint on a topical issue giving the advantages and disadvantages of various options.
B1+	Intermediate Plus Level 5 Plus	<ul style="list-style-type: none"> ✓ Can understand the main points of clear standard input on familiar matters regularly encountered in work, school, leisure, etc. ✓ Can deal with most situations likely to arise whilst travelling in an area where the language is spoken. ✓ Can produce simple connected text on topics, which are familiar, or of personal interest.
B1	Intermediate Level 5 (Low)	<ul style="list-style-type: none"> ✓ Can describe experiences and events, dreams, hopes & ambitions and briefly give reasons and explanations for opinions and plans.
Basic User A2+	Pre-Intermediate Level 4	<ul style="list-style-type: none"> ✓ Can understand sentences and frequently used expressions related to areas of most immediate relevance (e.g. very basic personal and family information, shopping, local geography, employment). ✓ Can communicate in simple and routine tasks requiring a simple and direct exchange of information on familiar and routine matters.
A2	Elementary Level 3	<ul style="list-style-type: none"> ✓ Can describe in simple terms aspects of his/her background, immediate environment and matters in areas of immediate need.
A1+	Pre-Elementary Level 2	<ul style="list-style-type: none"> ✓ Can understand and use familiar everyday expressions and very basic phrases aimed at the satisfaction of needs of a concrete type. ✓ Can introduce him/herself and others and can ask and answer questions about personal details such as where he/she lives, people he/she knows and things he/she has.
A1	Beginner Level 1	<ul style="list-style-type: none"> ✓ Can interact in a simple way provided the other person talks slowly and clearly and is prepared to help.

Full-time General English (20 hours per week)

Full-time **General English** course students join morning and afternoon classes. They can also do extra hours of supervised independent learning in our school library.

Morning and Afternoon Programme

Morning Class - 9 am to 12.00 pm Monday to Friday

Afternoon Class - 12.40 pm to 2.30 pm Monday to Thursday

We offer 8 General English levels. At each level, we teach essential grammar, vocabulary, functions and writing and reading skills. Students also receive a lot of listening and speaking practice and teachers encourage students to practice their speaking, give opinions and ask questions.

General English afternoon classes have even more speaking and listening. There is a lot of pair and group work, discussions on varied and interesting topics, fluency activities, songs, DVDs, vocabulary and exercises to improve speaking and listening skills used in everyday English.

Full Time General Course

Full-time General English course students join morning and afternoon classes.

Academic English Options

IELTS and Cambridge – these options are available to some students at certain times.

Placement and Assessment

When students arrive, they are tested in grammar/vocabulary, writing and are interviewed. They are then placed in the best class for their level of English.

Students do reading, writing, listening and speaking skills tests in Week 3 and Week 5 of the 6-week block in all classes. When students receive 70% or more in all 4 tests they can be moved up to the next level. Students advance at their own pace, but most spend 6 to 12 weeks at each level. At the end of every 6-week block each student receives a Worldwide online progress report. All classes have a self-access session once a week. This is an excellent time to talk to your teacher about your progress and to set individual goals.

Graduation

At the completion of a course with a minimum of 80% attendance students receive a Certificate of Attendance and a final report at graduation. This is held every Friday at 11.40 am

- Anzac Campus- Student Lounge on the 6th floor
- Emily Campus- Student Lounge on the 1st floor



Afternoon Options

These options are subject to demand and may require minimum class numbers to run. You can change options during your course. Afternoon options are from 12:40pm to 2:30 pm, Monday - Thursday. There is no afternoon class on Friday but you can choose to study at the self-access centre. The 'conversation' option is automatically chosen for students if the other options are not available.

Conversation Option

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 Option

This develops listening and speaking skills, including pronunciation, with an emphasis on fluency and the use of practical spoken English.

Writing Skills Option

Includes letter writing and an introduction to essay writing. Recommended for students who wish to go on to exam preparation and academic English courses or further studies taught in English.

Activities Programme Option

A combination of educational and cultural visits, sports activities and a variety of classroom-based and out of school learning situations.

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.

New Zealand Studies

This 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 Series/Artists/Directors, Things to do/Places to go, Flora and Fauna

Social and Activity Programmes

Every day of the school week we have social and activity events organised. These usually are soccer, rugby (touch rugby), pub night, yoga and more.

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.

We are also just 10 minutes' walk to the beautiful harbour area. It is a great location for students. It is recommended that students are 18 years old of age at the enrolment. We have no maximum age.

Assessment

Students are tested and placed carefully into their correct level on their first day at school. Students move up when they have passed the required skills tests. These tests are given in Week 3 and Week 5 of the 6-week block and consist of two of the four skills: reading/speaking and writing/listening. In addition, teachers do regular reviews of grammar and vocabulary in class.

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 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 usually spend 6 to 12 weeks at each level.

Speaking

Assessment is done in Week 5 of the block.

There are two criteria scales – levels 1 -3 and 4 – 7.

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 (L1-3) or 25 (L4-7).

For the Six-Week report this number is turned into a percentage score.

Grammar/Vocabulary

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

For the Six-Week report this number is turned into a percentage score.

(ie: 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 -3 and 4 – 7. See Writing Assessment file.

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

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.

Facilities

Classrooms

Worldwide School Classrooms are located on the 1st, 2nd, 3rd and 4th floor at Anzac Avenue Campus and 1st and 2nd floor at Emily Place Campus. We allow students to eat in most classrooms and study after class hours but please tidy the room when you have finished.



Student Lounge

The Student Lounge on the 6th floor is for eating, drinking, chatting, relaxing. There are microwave ovens and hot water in the Student Lounge. You can use these to make a cup of tea or coffee and heat a meal. Students can also get meals, snacks and drinks in the school café. The Student Lounge is available for all students and also includes an outside area with BBQ and Ping Pong. Please keep Level 6 clean and tidy. Bins for rubbish and recycling are available.



Facilities

Email and Internet

There are 32 computers connected to the Internet in the Library. The Wi-Fi is in the whole building and is free to all students. For the password please ask at reception.

Library/Self Access Centre

The library is open between 3:30 PM and 4:30 PM Monday to Thursday and from 1:00 PM and 3:00 PM on Fridays. The library 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.



Recreation and Social Programme

Worldwide School has an active recreation and social programme. There are activity options every day. There are also regular adventure activities, parties and class trips. We also co-operate with Kiwiana Tours-a professional weekend trip company that sells their services from the student lounge. Book directly with them. Come along and enjoy the fun!



Printing

Black & White photocopy or print A4 = NZ\$ 0.20 / page

Colour print = NZ\$0.50 / page A4

Email print@worldwideschool.nz if you wish to print anything.

Student Cards

Worldwide School student cards are available from reception. You can use these cards to get student discounts in some places and on Auckland Transport if you are a long-term full- time student. You will receive your card on your first day. If you lose it, you will need to pay \$5 for a new one.

Public Transport Concessions

All full-time students (9 am -2.30 pm) of 16 weeks or more are entitled to a Student Concession price for their public transport use. Public Transport means Buses, Trains and Ferries using an AT HOP card. Talk to your counsellor about how to get this discount.

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

Some of our counsellors are full-time staff, so students are able to see them during the day. Other counsellors that are part-time come to school three or more times a week. If your counsellor is not in school, talk to any counsellor in the office.

The counsellor's job is to help students with difficult requests and give advice on life in Auckland. In addition, the counsellors are not qualified to help students with psychological disorders. However, the counsellor is available during work hours to guide students in the best way they can.

Section 2 - School Policies and Procedures

Students attending Worldwide School will be expected to:

- Attend all classes (100% attendance is required by the immigration service for student visas)
- Be on time for class (many teachers do not allow late students to enter until break time)
- Sit regular tests
- Speak ONLY English
- Phones in class are only for study reasons
- Show consideration and respect to school premises, members of staff and all other students

Students who do not comply with the school rules may be expelled from school and their visa revoked. Students who are expelled will not receive any fee refund.

Breaking New Zealand law* = instant expulsion.

Breaking school rules = 1st time verbal warning, 2nd time written warning, 3rd time = written warning and then expulsion.

*Please note that NZ law may be different from the laws in your country. Ignorance of NZ law is not an excuse. Please respect the rights of others at all times.

School Rules

Attendance

Students with less than 80% attendance will not receive a graduation certificate. If you do not come to class, you will be marked ABSENT. You will be marked absent for moving flat and other personal problems. You will be marked absent if you miss more than 15 minutes of a class. Both morning and afternoon classes count toward attendance. For students on a student visa, it is VERY IMPORTANT to have good attendance. Students with poor attendance usually cannot get another student visa.

Warning Letters for Attendance

Worldwide School expects students to attend all classes. We are very strict about our school rules on attendance:

- If your monthly attendance is less than 80% then you will receive a warning letter
- Attendance over 3 months with a total of less than 80% means you will lose your place at Worldwide School of English, receive no tuition fees refund and NZ Immigration will be informed.
- Students with an attendance of less than 80% won't receive a graduation certificate and won't be able to extend their studies at Worldwide.

This is in accordance with immigration requirements for all international students studying on student visas. 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 www.immigration.govt.nz. If you need to change or extend your visa, please see your counsellor. There is help available.

You must have the correct, valid visa to study at Worldwide School. The school will need to see your passport and take a copy of your visa.

Student Fees 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

Cancellations & Refunds

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 25 per cent of the fees paid, provided the PTE incurred costs to this amount, and can justify these costs. (As per section 235A(1)(a) and (b) of the Education Act 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 235A(1)(c) and (d) of the Education Act.)

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 235A(1)(c) and (d) of the Education Act.) 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.

Accommodation Refunds

After arrival, accommodation payments can be refunded after 2-weeks' notice is given to the Worldwide School Accommodation Manager. Payments are made weekly on Fridays. Students cannot have their first 4 weeks of accommodation refunded and accommodation refunds are given after the 2-weeks' notice and after the student has left the accommodation.

Changes to Courses & Classes

Students cannot shorten courses or transfer afternoon classes to extra morning classes. Students are not able to transfer their tuition fees to another student. There is no refund on extensions or re enrolments.

Changes to another programme at Worldwide may be possible although some courses have minimum length requirements. There is no extra administration charge if you extend your course. Only your teacher can move you up or down a level. If you have questions about your level, please talk to your teacher. There are progress tests in Week 3 and Week 5 of the 6-week Block. You need to receive 70% or more in these tests to go up.

Absences

If you cannot come to school for any reason, the Student Services team will process your absence and, if eligible, you will be excused for the day. Please remember you are entitled to up to 3 excused absences per 6-week block, unless you have a medical certificate for a longer period. Any absences after that will be recorded as absent regardless of the reason.



Apply for an excused absence by filling out the form

More than 15 minutes late for the 1st session you are absent for that class. Less than 15 minutes late you are "late" on attendance sheet. 3 lates per morning session in a week = 1 morning class absent. 3 lates per afternoon session in a week = 1 afternoon class absent. Late is also more than 1 minute late from a break time.

If you are sick the administration team or your counsellor will help you with your insurance claim, if needed. We can make a doctor's appointment for you if you need one.

Holiday Requests

Holidays can only be taken by students on a course of 12 weeks or more. Holiday requests must come with at least one weeks' notice. If you are not sure if you are entitled to a holiday please check the flow chart on the school notice board then come and see your counsellor or reception.

Student Visa students can only take a holiday if they have studied for 4 weeks or more, have at least 80% attendance, if there is enough time left on their visa and if they have 2 weeks or more study remaining at end of the holiday.

Working Holiday Visa students can only take a holiday if they have studied for 4 weeks or more and there is enough time left on their visa and if they have 2 weeks or more study remaining at end of the holiday. 1 weeks' notice of return is required in order to have a place in the class. There is no maximum length of holiday but there will be no refund on any unused tuition fees.

Visitor Visa students can only take a holiday if they have studied for 4 weeks or more, if there is enough time left on their visa and if they have 2 weeks or more study remaining at end of the holiday. Any extra holidays taken after the first will be charged a change of course fee of up to NZ\$300.

Safety of Possessions

Please be careful of your possessions. Do not leave any valuable things alone in the Student Room or in your classroom. Worldwide School is not responsible if your things are lost or stolen. If you lose anything, tell a staff member right away. We will try to find it for you or help you write a police report (you will need this for your insurance). Travel insurance will pay for lost belongings, accidents, sickness and other problems. It will not cover loss of any cash. Please do not carry a lot of cash with you. We can help you to open a bank account.

Change of Address

If you change your address during your stay at Worldwide School, please update on Worldwide Online.

Insurance

All students at Worldwide School must have travel and health insurance. If you get sick or have an accident while you are in New Zealand the cost can be very high. If you don't have insurance, we can arrange insurance for you. Please talk to your counsellor or to the admin staff in charge of insurance. All insurances must comply with New Zealand's Code of Practice.

Section 4 - Life in New Zealand

Homestay Responsibilities

Our aim is to give all our students the best English language education possible.

Many of our students stay in homes with New Zealand Families. You will be treated as a member of the family. You will eat meals with the family and participate in activities with them. This will give you a chance to practise your English outside the classroom and to make New Zealand friends. The only meals you will have to arrange for yourself are lunches during the week (Monday to Friday). Of course, you also have to arrange your own meals if you are away on the weekends or at mealtimes. You will have your own room, which you are expected to keep clean and tidy wherever possible.

Our Host Families are carefully chosen to be kind and friendly and close to public transport. Coming to live in another country is a great adventure. Part of the fun is learning and living in a new culture, but you have to adjust. Here are some things that are common in New Zealand but may be new to you.

- Heat – Central heating is quite unusual in Auckland. Most people have a heat pump, fireplace or space heaters that they use in the winter. We think this is healthier, but many students find it hard to get used to. Please ask your family how to use the heater. Do not leave the heater on when you go out or are sleeping.
- Cold – Kiwi people do not seem to feel the cold. Even in the winter you may see people in shorts and sandals. If you come from a warm country, you might think it is cold. Please ask your family for an extra blanket. If your family is not cold, they will not think that you are.
- Showers and Baths – Hot water is expensive in New Zealand and most people take showers of 5-10 minutes. Also, the water stays in the bath and should not be splashed around the room. Please keep your bath time short.

- Pets – Most New Zealand people have a dog or a cat. Many families have both. If you have never lived with a pet, please ask the family the best way to pet or play with their animal. If you do not like the animal remember to leave your bedroom door closed.
- Shoes – Many Kiwis leave their shoes at the door before entering a house, especially if the weather is rainy.
- Family life – Couples have an equal relationship. It is very common for the husband to cook or do dishes.
- Women are treated as equal to men. If you are living in a homestay, please treat the host mother with respect.
- Food – Most Kiwis eat a cold lunch every day. Breakfast is usually cereal, toast and fruit or fruit juice, often in a self-service style. Potatoes are more common than rice. If you would like something special, please discuss it with your family. They will provide it if possible. They would probably be very happy for you to cook something from your country.
- Manners – Kiwis are very casual and easy-going people. “Help yourself” is a very common expression. This means you can serve yourself without waiting. Remember that casual doesn’t mean rude! “Please” and “thank you” are important words.
- Bedtime – Most New Zealanders are in bed by 10 pm during the week. This may be earlier than you are used to. You can stay up but please remember that people are sleeping and keep as quiet as you can.
- Toilets – Many New Zealand homes, especially older homes, do not have a lock on the toilet door. You should knock before you enter.



Common Questions about Homestay

Do you have a question about homestay life? Check here for answers!

- Can I smoke?

Ask your family where you can smoke. There will be a place outside your house for this. NEVER smoke in your bedroom or anywhere inside.

- How can I call overseas?

For mobile phone calls and overseas calls please use Skype, Messenger, WhatsApp or a phone card.

- What should I do if my family invites me out with them?

Have fun! Also remember that you should pay for your entrance fee if that applies.

- What things are NOT provided by my family?

Your family provides a room, two meals a day and three on the weekends. You need to provide personal items like shampoo. You might want to buy a few special food items for snacks.

- How should I do my laundry?

Please ask because every family is different. Some will show you how to do the laundry and some will do it for you. If you wash your own clothes, please do not leave them to dry where they will drip on the floor. Ask the family where the best place is for drying.

- What am I expected to do around the house?

Remember that your homestay is not a hotel. You are expected to keep your room tidy. Please try and help with small household chores like dishes.

- What should I do if I am not coming home for dinner?

Please call or text your family by 5 pm if you are not coming home for dinner. You can ask them to save your dinner for you to heat it up later. If no one is there, you should leave a message.

- What should I do if I am not coming home for the night?

Please call or text your family to tell them that you are staying with a friend, even if it is late. They will worry if you don't.

- What do I do when I want to move out of my homestay?

Please give 2 weeks (14 days) notice of moving out. Let the family and the Homestay Coordinator know.

- What should I do about payments?

Please do not talk to your family about payments. All homestay payments are made from the school. Come to reception with questions about payments.

- Can a friend stay the night at my homestay?

No friend should stay the night in your room without permission.

Your Homestay Rights

Your homestay should give you 2 meals every day and 3 on the weekends if you are there. You should have a desk and a lamp as well as blankets. All our homestays have been inspected by the Accommodation Manager and almost all of our students are happy with their families. If you have a problem, it is very important that you tell someone!! Please talk to your counsellor or the Homestay Coordinator. We will take care of the problem for you. Usually homestay problems happen because of misunderstandings and are very easy to fix. If you need to move because of a serious problem, we can do that quickly.

Payment of Homestay

You should pay the school for your homestay. Do not pay your homestay family.

Changes to Homestay

If you want to change your homestay or leave your homestay, please tell the Homestay Coordinator. They will find you a new family if that is what you want. You must let the school know 14 days before you want to move. You must also tell your homestay family 14 days before you want to move. If you want to move more quickly you will have to pay for the 14 days. To change homestays you will be required to pay for a new Homestay Placement Fee.

City Apartments

Worldwide school can also arrange apartments for Worldwide students who want to be more independent. These apartments are separate organisations and NOT owned by Worldwide School. If you have any issues or problems FIRST, please speak with the management of the apartments. If they are unable to satisfy your requests, then please talk with us SECOND. Check our options here: <https://worldwideschool.ac.nz/accommodation/>

Flatting

Some students prefer to find their own apartment, which they often share with other students. If you want a flat, check Trade Me or ask your counsellor.

IF YOU CHANGE YOUR ADDRESS YOU MUST UPDATE YOUR COUNSELLOR.

Accommodation refund rules

Also, please note that:

- We can only process accommodation refunds after you have left your accommodation. So please do not come for a refund before that.
- If you are not coming back to school after you finish your accommodation (going back to your country or travelling around NZ) please make sure you give a copy of your flight ticket to your counsellor. We need to see evidence that you are leaving your accommodation. In these cases, your refund will be processed on Friday before your departure date.

Goods & Services Tax (GST)

Most Goods and services in New Zealand are subject to a 15% Goods and Services tax (GST). This is usually included in the price already.

Local Transport

Britomart Train Station is located very close to Worldwide School (less than 10 minutes' walk away). If you need information about how to get somewhere you should download the Auckland Transport App from the App store. <https://at.govt.nz/bus-train-ferry/more-services/at-mobile-app> The Inner Link bus makes a circle around the central city. It comes every 10 minutes and is included in your bus pass.

The Ferry terminal is on Quay St across from Queen Elizabeth Square. Taxis and Ubers can be expensive, unless you share with a friend.

Banks & Banking

Banks are open from 9.00 am to 4.30 pm, Monday to Friday (although in some places they are open on Saturdays). Your counsellor will help you to open a bank account when you arrive if you need one. You can change foreign cash at any bank or currency change office. Remember to take your passport or other ID when you wish to change or take out money.

The unit of currency in New Zealand is the New Zealand Dollar. There are 10 cents, 20 cents and 50 cents pieces which are copper or silver coloured coins and 1 Dollar and 2 dollars which are gold coloured coins.

There are:

- 5 Dollar (orange note),
- 10-dollar (blue note),
- 20-dollar (green note),
- 50-dollar (purple note) and
- 100-dollar (red note) banknotes.

There are no 1 and 5 cent coins so all amounts are rounded to the nearest 10 cents



Security

New Zealand is known all around the world as a safe destination but that does not mean that nothing bad ever happens here. It is a good idea to be careful. Here is some advice for keeping yourself and your things safe.

1. When you go out always close your windows and lock the door.
2. Carry your homestay address and phone number with you in case you get lost.
3. Don't carry your passport with you. Get a Kiwi Access card if you need an ID.
4. Open a bank account as soon as you can. Your counsellor will help you. Leave your money in the bank and carry only small amounts (\$20 - \$50) with you.
5. Do not leave cash in your flat, homestay or city apartment. If you are coming home late at night you should use a taxi or Uber. Some places are not safe to walk late at night.

New Zealand Postal Service

The post office is open Monday to Friday 9.00 am to 5.00 pm. The nearest ones are at 18 Beach Road (closes at 3.00 pm) and NZ Post Shop Britomart -10B/148 Quay Street (closes at 4.00 pm). You can purchase stamps, postcards and stationery in this Post Shop. There are post boxes for letters and they accept parcels over the counter.

General Information for International Students

Worldwide School of English is proud to be bound by the Education (Pastoral Care of International Students) Code of Practice 2021. The Code ensures that:

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

External Evaluation Review

The New Zealand Qualifications Authority (NZQA) has given its external evaluation rating of Worldwide School of English as gaining **Category 1** status = Highly Confident in Educational Performance and Self-Assessment.

Medical and Travel Insurance Information

All international students must provide evidence (in English) of comprehensive medical and travel insurance to cover the entire time they are in New Zealand. If you get sick, you may have to see a doctor or another health professional. In New Zealand you do not go to a hospital unless you are seriously ill. You make an appointment to go to your local GP (General Practitioner) who will have a medical centre near where you live. The medical centre will probably open at approximately 9.00 am in the morning and may be open throughout the day. If you require a doctor outside normal hours, there are many after-hours medical centres where you can see a doctor. Doctor surgeries and emergency medical centres can be found on the internet.

If you are too sick to come to class, please fill out the absence form and advise you are ill. Make an appointment to see a local doctor who will give you a medical certificate that describes what is wrong with you and indicates how many days you can stay at home. You will need to bring your medical certificate to Student Services when you come back to class. If you do not notify us of your absence we will follow the procedures advised under the attendance/absence section of this handbook.

Ineligibility 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 <https://www.health.govt.nz/>

Accident Insurance

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

Immigration

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

Help services and contact details

Service	Phone/ Description	Website or Email
Employment NZ	Government organization with information about employment, including how to resolve disputes	https://www.employment.govt.nz/resolving-problems/steps-to-resolve/
Education agents	List of education agents	https://worldwideschool.ac.nz/find-an-agent/
Immigration advisors	To look up whether or not an advisor is registered.	https://www.iaa.govt.nz/
Immigration lawyers	List of immigration lawyers	https://www.lawsociety.org.nz/for-the-public/get-legal-help/
Queen street doctors	Private healthcare centre	https://www.queenstreetdoctors.co.nz/
Tend Symonds Street Medical Centre	Private healthcare centre	https://tend.nz/locations/tend-symonds-street/

Help services and contact details

Service	Phone/ Description	Website or Email
Smile Dental	Fillings, Wisdom Tooth Removal, Teeth Cleaning, Teeth Extraction, Teeth Whitening	https://www.smiledental.co.nz/
McIntosh dental	Different services. They have good payment options	https://www.mcintoshdental.co.nz/
Quay Park Surgical Centre	Private Surgical Service, General Surgery, General Dentist, Oral & Maxillofacial Surgery, Orthopaedics, Paediatric Dentist, Paediatrics, Plastic Surgery, Urology	https://quayparksurgical.co.nz/
ACC	Clinics that work with ACC treat for free or at a very low-cost injuries caused by accidents, domestic violence, medical treatments, disabilities, workplace, sexual violence. They can also help pay for treatments that may come after the injuries. They assist both residents and non-residents alike.	https://www.acc.co.nz/
Accident and Emergency centers	For emergencies when life is not at risk. Some of them work with ACC.	https://healthpages.co.nz/directory/categories/accident-medical

Help services and contact details

Service	Phone/ Description	Website or Email
Family planning association	Free of charge sexual health for NZ residents under 22 years old and low-cost fees for NZ residents over 22	https://sexualwellbeing.org.nz/about/clinics/
Auckland sexual health	Aims to provide free sexual health care that is client-focused, culturally appropriate and of an excellent standard. It is suitable for residents and non-residents. LGBTIQ+ services	https://www.ashs.org.nz/
Pregnancy help		https://pregnancyhelp.org.nz/
Hearts and Minds	Wellbeing groups	https://www.heartsandminds.org.nz/
Youthline	Low-cost counselling for young people under 24 years old	https://www.youthline.co.nz/face-to-face-counselling.html
Outline Aotearoa	Rainbow mental health organisation. Provide a free peer support phone line, a transgender peer support service for trans and non-binary people in Auckland, and specialist face-to-face and Skype counselling exploring gender and sexuality	https://outline.org.nz/about/

Help services and contact details

Service	Phone/ Description	Website or Email
ALAC	Provides Latin American and Spanish people in New Zealand with access to holistic, culturally appropriate, bilingual and safe social and cultural services	https://www.alacinc.org.nz/en_gb/
Police Non-Emergency	105	https://www.police.govt.nz
Driving Test	09-969 9800	www.drivingtests.co.nz/roadcode/tourist
NZ Transport Agency (Driver Licence)	09-969 9800	https://www.nzta.govt.nz/Driver-licences/new-residents-and-visitors/
AT Public Transport	09 366 6400	https://at.govt.nz/bus-train-ferry#/journey-planner
Inland Revenue	0800 775 247	www.ird.govt.nz
CAREERS – how to find a new job or choose a new career	0800 601 301	www.careers.govt.nz
CAB – helping you know and understand your rights	0800 367 222	www.cab.org.nz

Help services and contact details

Service	Phone/ Description	Website or Email
DEPRESSION – helping you find your way through it	0800 111 757	www.depression.org.nz
ALCOHOL or DRUGS PROBLEM? Support and guidance to get free	0800 787 797	www.alcoholdrughelp.org.nz
YOUTH LAW – free legal advice for young people	0800 884 529	www.youthlaw.co.nz

FIRE or POLICE or AMBULANCE emergency
Call 111

A safe learning environment

We work hard to ensure our Campus is safe, comfortable and free from harassment. To achieve this, we model and encourage behaviour that is respectful, supportive and patient. If you have a health and safety concern, please raise it with staff at Student Help Centre on Level 3 or with the staff at Emily Place (level 2 reception). Your concern will be promptly dealt with. It will be formally documented and you will be notified of a decision/outcome within 10 days.

Abuse or harassment

Every person must be treated with respect at all times. Any student caught using threatening, abusive or insulting actions or language, or written letters or emails, likely to cause ill-will against any person or group, whether on the grounds of religion, colour, sex or gender, sexual orientation, family status, disability, race, ethnic origins, political opinion, age, or any other grounds will be brought before a disciplinary council. The council, at its discretion, will consider the behaviour, the context of the event, and any other extenuating circumstances. The result may be suspension and possibly expulsion from the school.

First aid kit and student illness

First aid kits are held on several floors - at Student Help Centre and DoS office on Level 3, Level 4 and at reception on Emily Place campus. If you are ill and need to leave campus, tell your tutor and/or Student Help Centre; we will make sure you get to a doctor, if necessary.



Accidents and hazards

Accidents at the school must be reported immediately to Student Help Centre on Level 3 or Student Help Centre on Emily place reception. The hazard/accident will be dealt with promptly and the incident recorded in the Accident/Hazard Book. Where the accident is serious an ambulance may be called.

Emergency Procedures

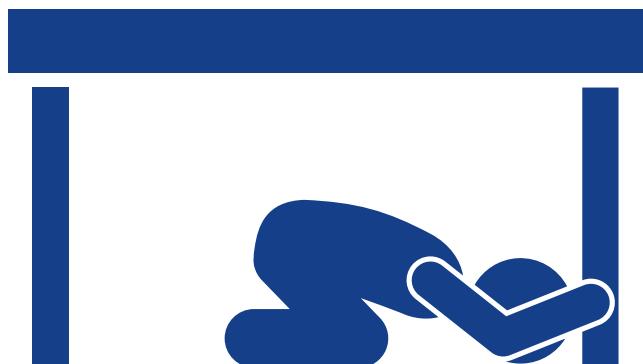
Fire safety

- In the case of fire, phone the fire service on 111 and sound the alarm; or if the fire alarm bells sound, you must leave the classroom immediately with your tutor.



Earthquake

- DROP down onto your hands and knees
- TAKE COVER under a table, or in a strong doorway, or in a corner away from windows
- HOLD onto your shelter or position until the shaking stops
- KEEP AWAY from glass doors or windows
- WATCH for falling equipment and other overhead objects
- STAY WHERE YOU ARE until the shaking stops. Do not attempt to run outside
- After quaking subsides, check yourself for any injuries
- If asked to evacuate the building, please use the stairs to exit and proceed to the more open area further up Anzac Avenue



Evacuation Procedures

Notices are displayed in the building explaining evacuation procedures.

In the event of a fire or fire drill you will be alerted to evacuate the building by the continuous ringing of the fire alarm. When you hear a continuous alarm evacuate immediately.

- Follow the warden's/tutor's instructions.
- Walk immediately to the stairwell.
- Meet at the assembly areas on Anzac Ave / Emily Place, where your tutor/warden will carry out a head check.
- Do not leave the assembly area or re-enter the building until your warden/tutor has advised you to.

Assembly Area

The assembly areas are on the footpath outside **76 and 88 Anzac Ave depending on which emergency stairwell you use**. If you are in Emily Place, there are two emergency exits. One is through Anzac Avenue, between convenience and the barbershop. If your classes is on level two, you must exit through Reception and turn right on Emily place towards the assembly point. Your tutor will do a head count of your class.

Pandemic Behaviour

In the event of another pandemic, referral and adherence to government directives is the first rule.

- Don't be afraid or worried
- Keep two metres spacing between you and the next person/s
- Wear a face mask
- Increase hand washing rituals
- Get tested at an approved testing facility
- Self-isolate if necessary
- Let your tutor or Student Services know your health status and where you are staying
- Be kind to others and yourself

Prohibited Items and Behaviour

- Smoking and vaping are NOT permitted in any areas inside or immediately outside the building. This includes the area outside the entry doors to the building and on Level 6 outdoor patio.
- Chewing gum is NOT permitted in any areas inside or immediately outside the building.
- Alcohol is NOT permitted in any areas of the building unless as part of an approved programme or an authorised social function.
- Illegal drugs are NOT permitted in any areas of the building.
- Weapons of any sort are NOT permitted in any areas of the building.

Campus Property

We rely on students to respect campus property. Please ensure that you use campus equipment carefully at all times. You may be held responsible for any costs resulting from damage you caused to campus equipment, display material, fixtures, fittings and furniture. Intentional damage may result in suspension leading to expulsion from the school.

Food and drink (with the exception of water) are NOT permitted in classrooms or lobby. You will be required to pay for any cleaning costs for stains to the carpet or any other damage you make to the campus facilities. If you would like to take water into your classroom, please use a sealed drinking bottle.

Please do not open classroom windows at any time. You will be responsible for any cost or conviction resulting from damage caused by the open window. This may involve dealing with WorkSafe NZ and Police.

Student Conduct

Respect for Others

Please respect the rights of others to study in relative silence in designated areas. Please be very quiet when you are entering or exiting classrooms or other training facilities as we operate different classroom timetables for programmes taught in the school. Abusive or threatening behaviour to staff, other students, and visitors to Worldwide may lead to your suspension and ultimately expulsion from Worldwide.

Disciplinary Procedures

A breach of the Code of Conduct Policy may result in your suspension from the school. Depending upon the seriousness of the breach you may be suspended immediately from your class pending an investigation. You will be fully informed of the alleged breach and have the opportunity to respond.

Notice will be given to you of any disciplinary action that is found to be necessary. A copy of this Code of Conduct Policy may be obtained from Level 3.

If you are disciplined and your behaviour does not improve within a reasonable period, you may face further disciplinary action, up to and including expulsion.

We reserve the right to expel you immediately if, in our sole opinion, your behaviour is sufficiently serious to warrant this step, and/or your expulsion is deemed necessary for the protection of the other students, staff, and the school.

In the event that you are expelled from the school no tuition fees or resource fees will be refunded.



Complaints & Disputes Resolution

Problems

If you have a problem or concern about Worldwide we want to hear about it and help find a resolution. Problems or concerns could relate to your course, tutor, student services, or be of a personal nature affecting your study.

Complaints Procedure

All factors and viewpoints will be considered, and, if warranted, an investigation undertaken. A formal decision will be delivered to you in writing and explained verbally. If you are not happy with the outcome you can take your case to NZQA's Quality Assurance Division. Bear in mind that NZQA will ask you to provide evidence that you have gone through Worldwide's internal complaints procedure, and you will need to show a copy of our formal decision.

NZQA complaints email: risk@nzqa.govt.nz

The Complaints Officer
Quality Assurance Division
P O Box 160
Wellington 6140
NZQA complaints Freephone: 0800 697 296

Student Images on Worldwide School Promotional Platforms

A regular practice of the Promotion's Team is capturing great images of students participating in a variety of settings either on campus or offsite, then editing and posting the best work on Worldwide School social media platforms and in printed material.

If you do NOT want your photo posted on Worldwide School's social media platforms nor in its printed material, please advise staff at Student Services on your first day. Your wishes will be recorded in student management system.

Is anything not going the way you expected?



Is anything not going the way you expected?



Raise your concerns with a different agency

Check this list to see whether there is a different agency that may be able to help you:

If your concerns relate to:	You could contact:
A tertiary education organisation that belongs to ITENZ	Quality Commission http://www.itenz.co.nz/quality-commission/about/
An international student's financial or contractual dispute with their provider	iStudent Complaints https://www.studycomplaints.org.nz
Course-related costs or travel allowances for a TEC funded course	Tertiary Education Commission https://www.tec.govt.nz/
Discrimination	Human Rights Commission https://tikatangata.org.nz/
Someone's safety being at risk	WorkSafe New Zealand https://www.worksafe.govt.nz/ New Zealand Police https://www.police.govt.nz/
How information about you has been stored or used	Privacy Commissioner https://www.privacy.org.nz/

Safe Sex in New Zealand

Condoms are available from chemists, dairies, supermarkets and petrol stations. Using condoms correctly every time you have sex will help prevent pregnancy and sexually transmitted diseases. If you need to talk to someone about sex, preventing pregnancy, STDs or unwanted pregnancy the best place to go is the nearest Medical Centre. They are very close to Worldwide School. You can get a doctor's appointment, contraceptive advice and prescriptions there.

If you feel you have been harassed or attacked in a sexual way, it is very important to get help. The best place to go is the Auckland Rape Crisis Centre. The phone number is 366 7213. There is someone there from 9 to 4 Monday to Friday. Please feel free to talk to your counsellor if you would like some help or advice in your own language. They will make an appointment for you if you like.

Personal Safety

New Zealand and Auckland are safer than many other places in the world, but you still must be careful, especially at night. You should take a taxi or Uber home late at night. Don't walk, especially if you are alone. You should also look after your belongings carefully. People will steal an unwatched backpack or handbag. It is very important not to carry a lot of money with you. There are cash machines everywhere that take NZ and overseas cards. Most Kiwis carry less than \$50 in cash.

Traffic and Driving

Worldwide School is on busy Anzac Avenue. Please look BOTH SIDES before you cross the street. You can drive in NZ on your home driver's license but you should be very careful. Remember we drive on the LEFT here. Also, outside of Auckland the roads are often very small and windy so driving is hard work! Here are the NZ road rules: <https://www.nzta.govt.nz/resources/roadcode/road-code-index>

Sickness and Accidents

If you are sick or have an accident, please contact school immediately. We can make an appointment for you to see a doctor or provide any help you need. Your insurance should cover the cost so keep all your receipts. If you have an infectious condition, please do not come to school until you are better.

Mental Health

Sometimes students are homesick or suffer from culture shock. This is normal and almost always goes away as you adjust to your new life. If you need extra help, have a look at the website below or come and see your counsellor we can help make an appointment for support.

<https://mentalhealth.org.nz/help>

Enjoy Worldwide



Be respectful. We have many students from different cultures. Learn from them!



Keep the school clean & organised. We are in a common space and everyone should be able to enjoy!



First aid kits are held on several floors. Accidents or hazards must be reported immediately. Follow the emergency procedures!



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