

CROWN

INSTITUTE OF STUDIES

AUCKLAND • NEW ZEALAND

ENGLISH PROGRAMME FOR YOUNG LEARNERS HANDBOOK 2024

CROWN

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Mission Motto Vision Values

Crown's Motto

We Care. We Train. We Connect.

Crown's Mission

Unlocking potential through an inclusive, supportive, and respectful learning environment.

Crown's Vision

To be the preferred tertiary provider that develops agile, passionate, and resilient industry professionals.

Dear Student,

Welcome to Crown Institute of Studies! 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 Handbook gives you important information about our school, accommodation, Auckland, and New Zealand

Please read each of this handbook carefully along with Crown's brochure and if you have any questions, ask your Counsellor or any other member of staff.

Thank you for choosing to study at Crown Institute of Studies.

Yours sincerely,

Dr. Josephine Do

Owner and Managing Director

Hope you can join our new education trip in 2025!

WELCOME TO CROWN INSTITUTE OF STUDIES

Welcome to Aotearoa New Zealand and Crown Institute of Studies!

We are thrilled to have you join us for this exciting adventure. While traveling abroad can sometimes feel daunting (especially how young you are!), rest assured that Crown is here to take care of you. Our priority is to ensure you have a safe, enjoyable, and unforgettable study experience. It takes courage to embark on a journey of studying English overseas and immersing oneself in a new culture. You are so brave in taking this step towards personal and academic growth.

Please take the time to read through our handbook and the brochure carefully. These resources will introduce you to our procedures and rules that we expect you to follow during your studies.

Our Aim

To give all our students the best English language education possible.

The Teachers

Our teachers are all qualified (with TESOL 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, be involved in their learning and 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.

BEFORE YOU ARRIVE

Before you leave your country

- ✓ Remember your passport.
- ✓ Be prepared for New Zealand's ever-changing weather by packing clothes suitable for all conditions. Check the local season before your arrival as it may differ from your country. In warmer months (December - February), bring light, comfortable clothes such as T-shirts, a light jacket, a sunhat, shorts, sandals, and sunglasses. For colder months (June - August), include a warm jacket, a woollen jersey, jeans, sturdy shoes, and a warm hat.



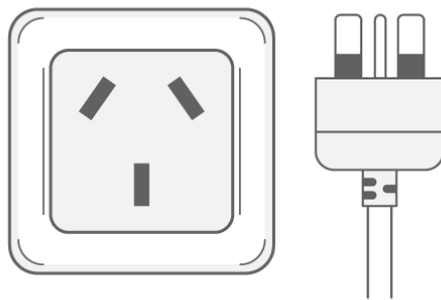
- ✓ Remember to pack enough medication for your stay and declare any medical conditions for your safety.
- ✓ While toiletries are easily available in New Zealand, bring at least one week's worth for your arrival.
- ✓ New Zealand has a very strict biosecurity law. **Do not bring** any of the following with you or you may get an instant fine:
 - Food: cooked, uncooked, fresh, preserved, packaged, or dried.
 - Animals or animal products including meat, dairy products, fish, honey, bee products, eggs, feathers, shells, raw wool, skins, bones, or insects.
 - Plants or plant products, fruits, flowers, seeds, bulbs, wood, bark, leaves, nuts, vegetables, parts of plants, fungi, cane, bamboo, or straw - including for religious

offerings or medicinal use.

- Other biosecurity risk items, including animal medicines, biological cultures, organisms, soil, or water.
- Equipment used with animals, plants, or water, including for gardening, beekeeping, fishing, water sport or diving activities.
- Items that have been used for outdoor or farming activities, including any footwear, tents, hunting, hiking, golf, or sports equipment.

For more information, please visit: <http://www.customs.govt.nz/Pages/default.aspx>

- ✓ NZ power plugs are different. Make sure that you have a universal adaptor in hands.



Type I

- ✓ Your bag may be searched on arrival for drugs or biosecurity hazards. You may also experience customs officers having dogs sniff you or your luggage. This is completely normal and nothing to worry about. The dogs are well-trained and under their handler's control. You should not pet them when they are working.
- ✓ If you need to exchange NZ dollars, try to only exchange a small amount of it at the airport since you can get a much better exchange rate in the city.

TRANSPORTATION

If you have booked an airport pickup with us, turn left after you exit customs, and our airport pickup service will be in the public waiting area with a Worldwide sign that has your name on it.

If you cannot find your driver, or if your flight is delayed or has changed, please call 0800 721 000 NZ or 64-212721010, and leave a clear voice message if no one answers your call. You can also e-

mail bookings@premiertransfers.co.nz with your name, flight number and new arrival time.

Premier Transfers - Airport pickup emergency contact:

0800 721 000 | 021 272 1010 | bookings@premiertransfers.co.nz

If you don't show up, you will need to pay for a second airport pickup.

YOUR HOMESTAY

Homestay Responsibilities

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) if you choose Half board meal plan. Of course, you also must 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 must adjust.

Here are some things that are common in New Zealand but may be new to you.

1. 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.
2. 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.
3. 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.
4. 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.

5. Shoes – Many Kiwis leave their shoes at the door before entering a house, especially if the weather is rainy.
6. Family life – Couples have an equal relationship. It is very common for the husband to cook or do dishes.
7. If you are living in a homestay, please treat the host family members with respect.
8. 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.
9. 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.
10. 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.
11. Toilets – Many New Zealand homes, especially older homes, do not have a lock on the toilet door. You should knock before you enter.
12. Internet - Internet in New Zealand can be expensive. Most Homestays have LIMITED internet. Ask before you download large files or stream video. i.e. You Tube etc. Internet in Homestay might be for email, Skype, Facebook, email, messaging only. Expect to pay a small weekly fee for Internet use in your Homestay. So don’t spend all day on the computer-get out and enjoy Auckland!

Common Questions

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



1. How can I call overseas?

You should only use your homestay phone for local calls. For mobile phone calls and overseas calls please use Skype, Messenger, or a phone card.

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

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

3. 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.

4. 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.



5. 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.

6. 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.

7. 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.

8. Can I use the family computer/internet?

Please ask the family about their computer rules. Most families will let you check your emails but remember that the computer is for the whole family, so ask if you want to use it for a long time. NEVER change any settings on a family computer.



9. 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.

10. What should I do about payments?

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

11. 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 choose Half Board meal plan.
- Give you 3 meals every day if you choose Full Board meal plan.

You should have a desk, lamp, electric blanket or hot water bottle and heater (in winter) in your

room.

All our homestays have been inspected by the Accommodation Manager and almost all 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.

YOUR FIRST DAY AT CROWN

Orientation takes place on the first Monday of each week. At orientation, you will learn which class and room you are in, and your tutor. For your protection we will brief you on important policies and procedures contained in this handbook such as cancellations/withdrawals and refunds; and what you need to do if you have a complaint.

Please arrive at the campus at 9:00AM

Please do not forget to bring a water bottle, a pen, a notebook, and a dictionary (if needed) for the first day of class!

If you haven't already provided us with a copy, please bring your medical and travel insurance certificate and policy in English that meets the insurance guidelines outlined in the NZQA The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (the Code) upon your arrival.

In case you opt to arrange medical insurance through the school, we will send you the policy documents either in soft or hard copies for your reference.

ATTENDANCE

In accordance with Immigration New Zealand all **international students** are required to meet the following criteria: **The holder (you) must always attend the programme of study **(100%)** as required, at the place of study endorsed on the visa, unless there are genuine reasons for absences.

Please note that Immigration New Zealand will also be informed of your attendance and will issue warnings for those who do not meet the current attendance and progress requirements set out by Crown Institute of Studies.

Students who require time off will need to inform caregiver to contact the school prior to the

start of class.

Four ways to advise Crown of your absence and the reason why:

1. Text mobile number **021 264 91 51/022 185 07 37**
2. Email info@crown.ac.nz
4. Your **tutor's mobile** number or **email or TEAMS**

If you know you are going to be late, text Amy on 0212649151 or email info@crown.ac.nz or telephone 022 185 07 37 prior to the start of class – state your full name and your tutor's name and leave a message.

Attend all classes as required by immigration regulations.

Be on time for class to avoid disruptions.

LANGUAGE USE:

- Speak English only during school hours.
- Use your phone in class only for study purposes.
- Respect and Consideration: Show respect to staff, fellow students, and school property.
- We do not tolerate any form of discrimination.
- Respect for Others' Learning Environment: Maintain a quiet environment in designated study areas.
- Disciplinary Procedures: Any breach of conduct will be investigated.
- Disciplinary actions will be taken as necessary, which may include suspension or expulsion.
- Attendance Requirements: Maintain at least 80% attendance to receive a graduation certificate and comply with visa regulations.
- Warning System for Attendance: You will receive warning letters if your attendance falls below 80%.
- Persistent low attendance may result in loss of place and notification to immigration authorities.

CURFEWS

According to New Zealand law, young students must always be supervised. Students must always inform their homestay parents of their whereabouts and contact them if they will be late. Students must also provide their host parents with a phone number where they can be reached

when away from their homestays.

Here's what you need to do if you plan to stay out later than 6PM:

1. Submit a request to Student Services at least 1 working day before your planned outing. Crown will contact your homestay/caregiver to confirm the request and inform you of the approval status.
2. Also informed this to your homestay/caregiver directly so they are made aware of the occasion.

When making your request, be prepared to answer the following questions:

- Where are you going, and what is the address?
- Who will you be with?
- What is the contact phone number at your destination?
- How do you plan to return home, and at what time will you be back?

As Crown would like to ensure your safety after you've finished class for the day, you must be back home by 9pm in summer and 8pm in winter at the latest if the school approves your request.

STAYING OVERNIGHT

You are permitted to stay away overnight only if you are staying with your parents/legal guardian, designated caregiver, and Crown homestay family, or another student that is the same gender as you that is residing with a Crown homestay family. Here's the procedure to follow:

1. Submit a request to Student Services at least 3 working days before your planned overnight stay with the information structured as follow:

- The reason why you need to stay overnight?
- What is the name and address of the family/friend you will be staying with?
- What is the contact phone number at your overnight stay location?
- How will you travel to and from your home?
- What is your departure and return times?

2. Ask your parents/legal guardian to send permission to Crown at least 3 working days in advance (this can be done via email).

3. Crown will verify with your parent/legal guardian and inform you of the approval status.

GOING ON HOLIDAY TRIPS

Young Learners are not permitted to go on holidays by themselves. They can only take a break from their course if they are:

1. Going back to their country.
2. Taking the holiday with their parents.
3. Taking a holiday with a designated caregiver, such as a family member.
4. Studying more than 4 weeks at Crown.

For any of these situations, written permission must be submitted to Crown by their parents or legal guardian at least 4 weeks before the holiday begins. If they are not accompanied by a family member or designated supervisor, they must go with a Crown's arranged transportation.

During the request process, students will be asked the following questions:

1. Why do you want to go on holiday?
2. What is the name and address of the family you will be staying with?
3. What is the contact phone number at your holiday destination?
4. How will you return to your place of stay while studying at Crown at the end of the holiday?
5. What is your return date and time?
6. If taking flights, Crown also needs to receive your flight details, airport transfer details, and contact details of designated caregivers or companions.

PROHIBITED ITEMS AND BEHAVIOUR

- Smoking is NOT permitted.
- Chewing gum is NOT permitted in any school areas inside or immediately outside the building.
- Alcohol is NOT permitted.
- Illegal drugs are NOT permitted.
- Weapons of any sort are NOT permitted.

We kindly ask you to adhere to these guidelines, along with the school regulations listed in your

classroom and Student Handbook. If you encounter any difficulties in following these guidelines, we may issue warning letters for behaviour or attendance issues. In rare instances, more serious actions, such as returning to your home country, may be considered. To ensure a smooth experience, please take care to observe these rules diligently. For further information on disciplinary measures and termination procedures, please consult the Crown Terms & Conditions or reach out to our Student Service teams.

LOCAL TRANSPORT

Your host family or designated caregiver will assist you in acquiring a transport card before your school commences. Auckland utilizes the AT HOP card for transportation purposes. The Central Britomart station is located very close to Crown Institute 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-trainferry/train-services/auckland-train-network/>



Note: No cash is accepted on board any public transport vehicle.

Getting on the bus

- The Destination and bus number are shown above the windshield.
- You need to signal to the bus driver that you intend to board.
- Please remember, when the bus stop is surrounded by many other bus stops or at covered bus stops,
you need to stand on the footpath to signal and make sure that the driver sees you.
- Enter from the front door and exit from the door at the middle of the bus.

Remember to Tap ON and Tap OFF when you going on and off the bus!

Getting off the bus

- Press the red button on the pole to let the driver know that you intend to get off at the next stop
- Thank the driver by saying “Thank you driver!” when leaving the bus as this is common courtesy in New Zealand.

SAFETY IN NEW ZEALAND

While New Zealand is generally known for its safety, it's always wise to exercise caution and be mindful of your surroundings.

It's important not to carry large amounts of money or leave personal belongings unattended, even within the school premises. Crown will not be held responsible for personal belongings going missing or being damaged.

It's important to always keep the following details with you:

1. The address of where you are staying.
2. The name and phone number of your homestay family or designated caregiver.
3. Your parent's contact details.
4. Your Crown student ID card, which you will receive on your first day.

Additionally, here are the contact numbers you should have:

1. Phone during office hours (8AM – 5:30PM): 09 357 3161
2. After-hours (for urgent matters only): +64 (0)21 264 91 51

Other contact details you should have:

Homestay Email: accommodation@worldwideschool.nz

If you have any questions or need clarification on anything, don't hesitate to reach out to us. We're here to help make your time with us as smooth and enriching as possible!