



Group Student Policy

Rotorua English Language Academy (RELA) has developed a Group Student Policy

- a) to ensure the safety and well-being of our students and the quality of academic and social education of all groups of international students studying at our school.
- b) to ensure compliance with the Ministry of Education's Code of Practice for the Pastoral Care of International Students, 2003 – the Code of Practice.

RELA's policies and procedures relating to the Code of Practice also apply to group students. See Policies folder, Code of Practice file, Quality Management System and Student Handbook.

1 Travel and Medical Insurance:

All students must have comprehensive insurance for the time that they are in New Zealand. This must start when they leave their home to catch their plane and finish when they return to the airport in their home country. It is acceptable for the insurance to be purchased in the home country but the school must be given details in English of the cover which each student has. These details must meet the requirements of the New Zealand Government for all aspects of insurance in New Zealand.

Groups purchasing insurance through a New Zealand insurer should purchase insurance cover at the time of fee payment, and before they leave their home country.

In the case of overseas policy providers, students are asked to provide RELA with the policy details in English before travelling to New Zealand. RELA must verify that all groups have an acceptable Medical and Travel Insurance policy. RELA will endeavor to ensure that the insurer is a reputable and established company with a credit rating no lower than A from Standard and Poors or B+ from AM Best. The insurer must be able to provide emergency 24-hour 7 day per week cover.

2 Staff to student ratios:

For group students the normal staff to student ratio in the classroom is 1:12. Depending on the size of the group this may be modified to a smaller number of students. On activities the staff to student ratio is governed by RELA's activities

policy which outlines ratios for each activity. This information can be obtained from the school and is in the school activities file.

3 Policy on accompanying teachers and staff:

Accompanying teachers and staff are expected to look after their students. The school is responsible for the programme and the classroom curriculum. All students in a tour group should have the phone numbers of the accompanying teachers and should know that these people are the ones responsible for their welfare. The school also has a detailed policy which is given to each tour group leader before they arrive in Rotorua. This is attached.

4 Division of Responsibility:

See attached sheet which gives detailed information about the responsibilities of the school and the tour group leaders.

5 Documentation:

On the first day at school, each student fills in the RELA enrolment form giving all contact details. The tour group leader must also hold contact details for each student. Each student's passport front page and visa is copied and kept in the tour group file in the school office.

Documentation for each individual tour group is reviewed at the time of the quote and at the time that the arrangements are being made for the tour's time in New Zealand. This documentation is kept up to date and it is different for each tour.

6 Emergencies:

In an emergency, the RELA staff member present will be responsible for all actions taken, and will follow RELA's Activities emergency procedures.

S/he will in conjunction with the group leader notify the school about any problem. Decisions will be made with RELA Management about notifying the student's parents.

All emergencies will be documented by the RELA staff member present in the Incident or Accident file, whichever is appropriate.



Information for Tour Supervisors

RELA is very pleased to welcome you to our school.

Your RELA contact person is _____.

RELA will do its best to make your tour a success. We ask that you follow these procedures to make your stay enjoyable.

Responsibilities of a Tour Leader

- Please meet with your students every day if possible and inform us of any serious problems.
- Please assist on all afternoon activities with the supervision and control of the students. For safety reasons it may be necessary to have instructions translated.
- Please assist with any language or cultural difficulties, which may arise.
- We would like you to assist with language on the first morning during the students' orientation.

The major responsibility of the tour leader is to look after the students and ensure they are well-behaved at all times. They must obey all rules set by the school. Please note that the school staff are responsible for all arrangements, activities, and the teaching programme. These are not the responsibility of the tour leader, and changes to the agreed programme can only be made for very special reasons.

With Homestays:

We have very nice and friendly people as our homestay hosts and we try to avoid situations which could upset them. We would like your help in this.

Please do not discuss with homestays any changes that you would like to make. All placement changes must first be discussed with our homestay manager. RELA has rules for changing homestays and these rules need to be followed to avoid upsetting the students, the homestays and the school. This rule applies even if you just want to exchange one student's homestay with another student in your group.

It is important to the school that we keep our good homestays. Therefore, please do not invite yourself to dinner at a homestay or ask to visit homestays who are not hosting your students. These actions are likely to upset our homestays, as they may consider

them rude. If your student has a problem in his/her homestay, please discuss this with the Homestay Manager. Please do not approach the Homestay yourself with any big problem or complaint.

It is acceptable for you to arrange to visit a student in a homestay. It is polite to telephone the homestay first, as unexpected visits can be very inconvenient to the homestays.

Please do not arrange for students to spend a night at another student's homestay. This creates financial problems for RELA in paying the homestays and it can be upsetting for both the students and the homestays.

If your students need transport to other venues apart from activities arranged by the school, please discuss this with our homestay manager. While our homestays are very helpful, we do like to be sure that they can cope with requests for extra transport.

With RELA Staff

We would appreciate your help in insisting that students obey the rules of the school. For example, students under 16 are not allowed to go in to town at lunchtimes. Also, students may not eat or drink on buses or during class time.

Our aim is to make sure that everyone is happy and well informed about what is expected of them. Our long experience with tour groups has shown us that many upsets can be avoided if these requests are followed.



1460 Pukuatua Street, PO Box 2079, Rotorua, New Zealand Telephone: 64 7 349 0473 Facsimile: 64 7 349 0753 Email: english@rela.co.nz Web Site: <http://www.rela.co.nz>

Crossing the Road in New Zealand

Tour leaders and teachers,

Please discuss this with your students. It is **VERY IMPORTANT**.

We are very concerned about the way some students cross the road. In New Zealand, cars will not stop for you. In your country pedestrians may have right of way. They don't in New Zealand, except on a pedestrian crossing. When you want to cross a road, you must **STOP** and **THINK** and **WAIT**. Do not cross until the road is clear both ways. It is very dangerous to stand in the middle of the road waiting. Be patient.

We want your time in New Zealand to be safe. Please be very, very careful.

Thank you for your cooperation.

Chris Leckie
Principal