



Student Handbook

2024



Mt Maunganui, Tauranga,
New Zealand

LanguageCourse^{net}

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<https://www.languagecourse.net/school-bay-learning-academy-tauranga.php3>

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Code of Practice



Bay Learning Academy Ltd is bound by the Education (Pastoral Care of International Students) Code of Practice 2016. We are committed to providing the highest possible standard of care to all our students. To view a copy of the Code please go to <http://www.nzqa.govt.nz/providers-partners/education-code-of-practice/code-of-practice-resources-languages/2016-code-of-practice/>



Immigration


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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 <http://www.immigration.govt.nz>



Message from the Founder

Haere Mai, and Welcome to Bay Learning Academy 😊

Coming to New Zealand to live and study has many challenges and rewards. We at the Bay Learning Academy would like to ensure your student life and learning is full of success and wonderful memories. The Student Handbook is a guideline and map to understand Bay Learning Academy's administration systems. You are encouraged to read the Handbook very carefully.



If you have any concerns, please feel free to approach any of our staff members. We are all here to support you. As a forward- looking organisation we provide quality education to our International Students. Bay Learning Academy is focused on providing a quality learning environment aimed at helping you to achieve your personal goals.

We hope you enjoy your time with us and enjoy New Zealand while you are here.

Liz Signal
 Founder



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Bay Learning Academy Contacts

Manager

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Anna Egorova
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Bay Learning Marketing

Gail Moore
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About Bay Learning Academy

Bay Learning Academy was established in 2012. We saw a need for a school which focused strongly on **small classes** and **student success** so set about building an Academy that was firmly student focused.

We are located in Arataki, Mt Maunganui, close to the beach, sport facilities and opposite the Bayfair Shopping Plaza and we are only a short bus ride from downtown Tauranga.

Most of our staff have lived overseas and have first-hand knowledge of the experiences and challenges you will face when becoming immersed in a new culture and language. We provide courses aimed at developing relevant, useful knowledge and skills for your future.

Courses:

- General English + Skills – 4 levels
- IELTS preparation classes
- TESOL (Teaching English to Speakers of Other Languages. Level 4 and 5 available)
- TECSOL (Teaching English to Children, Speakers of Other Languages. Level 4)
- Te Reo classes (Maori Language and Culture)
- Spanish classes
- New Zealand Sign Language

Our facilities include lecture rooms, a student common area, wi-fi throughout, toilet and kitchen facilities.



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About Mt Maunganui

Bayfair Shopping Plaza is right across the road from the Academy. There is also a medical centre and Baywave Aquatic Leisure Centre complete with a swimming pool and gymnasium just a few minutes walk away. The public bus stops right outside the Academy and the beach is just 8 minutes walk from the Academy's front door. away. 😊

Mount Maunganui is a vibrant location for students with many cafes, bars and restaurants. The beach is one of the best in the world, white sand leading down to a surf beach that can be enjoyed all year round. Within the area many different sports clubs are available to meet all interests.

Many water-based activities are available here from surfing and kayaking to kite surfing and sailing or of course just relaxing on the beach. For the energetic climbing Mt Maunganui is a must experience to view the amazing sights from the top or take a stroll through the large number of shops with something to please everyone.

Tauranga has many cultural events, art galleries, libraries, music festivals, theatres and performing art centres. The racecourse, parks, reserves, open spaces and magnificent harbour all contribute to the peaceful calm atmosphere enjoyed by those living in this beautiful city. With excellent, strong education facilities like Schools, Polytechnics, English Language Academies and Universities offering pathways to a quality future the growing student population adds to the vibrant feel in Tauranga / Mt Maunganui.

We are 50 minutes from Rotorua, which is the centre for cultural activities in the area as well as geo-thermal activity's, mud-pools and geysers.

Auckland city is only a 3-hour drive or a 40 minute flight away.

"Anything to do with student well-being, student achievement and pastoral care is very, very good"
 NZQA EER Lead Evaluator 2019 (EER Rating Cat 2.)





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Getting here.

You have options.

- You can fly into Auckland International Airport and cross to the Domestic Terminal for a flight to Tauranga or,
- We can collect you from Auckland International Airport and drive you down to Tauranga (either ourselves or via a shuttle service). There is a Fee for this service, it is listed on the website or the accompanying Fee Schedule.



Please indicate on your application form which option you prefer.

Accommodation

Mt Maunganui

There are several alternatives available.

Please indicate on the Enrolment Form your preferred option.

- Homestay– stay with a local family. This is an excellent option if you are taking one of our ESOL courses, in fact we recommend it. Vetted and monitored by Bay Learning home-stay coordinator. See Clause 9 for further information.
- Hostels- there are several backpacker type hostels in Tauranga and at Mount Maunganui. Mount Backpackers <https://www.mountbackpackers.com> and Pacific Coast Backpackers <https://www.pacificcoastlodge.co.nz> at Mt Maunganui are on the bus route.
- Holiday Park – There are two holiday parks within walking distance to the school. Cosy Corner Holiday Park <https://cosycorner.co.nz> has cabins available, and this could be an excellent alternative if you want independence, especially in the off-season.


Homestays



Homestay accommodation



Homestay is an arrangement where you live with a New Zealand family in their home. If you are studying English, we highly recommend this option. It is an easy way to get to know NZ customs and culture. You will have your own bedroom, mostly shared bathroom facilities, and are



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provided with breakfast and evening meals Monday to Friday. Other meals during the week are by agreement and may cost extra, but at the weekend breakfast, lunch and dinner are provided. Often, Homestay families include you in their weekend activities.

As in a normal family it is customary to offer help with the dishes, setting the table, or little chores around the house. It is considered polite to ask before using facilities such as the phone, TV etc., and to let homestay parents know if you are planning to be out late.

We can help you find the right 'family' for you.

Further information is in the Information for Homestay Students Booklet.

Costs

Homestays generally cost about \$330 per 7-day week, \$350 per 7-day week for school aged children.

Our placement fee of \$195 to find the right home and deal with any issues. All Homestays have to pass a detailed evaluation process and are regularly checked.

We will take you to the Homestay and introduce you to your new family.

Many students find they develop long-term relationships with their Homestay family.



Homestay Termination

Students wishing to cancel their Homestay are required to give two weeks' notice or pay two weeks board in lieu of notice.

Homestay Refunds - There will be an administration charge, equivalent to 3 days homestay fee, in case of a student cancellation, as there is considerable additional administration involved.

Fees

As course fees vary depending on the programme you choose, please see the website for information about the various course fees: www.baylearning.co.nz.

Course Requirements/Restrictions.

General English Plus Skills	You will be given a Placement assessment on arrival to determine which class will be best for you.
IELTS classes	You will be given a Practice test to find your approximate level and determine what areas you can benefit from studying.
TESOL	Requires an Upper Intermediate level of English or IELTS 6.5
TECSOL	Requires an Intermediate Level of English or IELTS 6

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General English course

Our General English classes have 4 levels:

Level	Common European Framework
Beginner/Elementary	A1
Pre-Intermediate	A2
Intermediate	B1
Upper Intermediate/Advanced	B2/C1

The timetable is as follows:

	Monday	Tuesday	Wednesday	Thursday	Friday
9:00-10:30	General English	General English	General English	General English	General English
Tea					
10:50-12:00	General English	General English	General English	General English	General English
Lunch					
12:30-14:00	Pronunciation	Conversational Grammar	Listening/ Reading	Vocabulary/ Writing	Activity*

**English with specific interest (Fishing, Surfing, Golf, or Rugby) or English for Specific Purposes (biodiversity or renewable energy) can be arranged for individuals or groups.*





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Starting your course at BLA

When you arrive at the school, as part of your Orientation, you will be given a placement assessment to determine which class is right for you.

Each level uses a textbook. Each class has a set of textbooks which may be used in class. You will also receive a Bay Learning Academy notebook to write in.

Assessments

These occur throughout the course.

There is also a mid-course test and end of course test.

When you leave, we will give you another Placement assessment to measure your overall improvement.

Certificates

When you leave you will receive a Certificate of Attendance for your course of studies – recording the dates you attended. If you progressed through one level to the next you will also receive a Certificate of Achievement stating which module course you graduated from.

Your teacher will provide a written report for you which will show your overall percentage improvement, and your progress in the 4 skills – writing, reading, speaking and listening.

Enrolment Procedure for Domestic and International Students

Course Commencement

English Courses enrolments at Bay Learning Academy can be made at any time, and you can start any Monday we are open.

For other courses start dates and end dates are listed on the website. www.baylearning.co.nz

Meeting Course Requirements

English courses: For the English courses you need to be a New Zealand resident or hold a Student Visa to study at Bay Learning Academy.

If you wish to study for less than 3 months you may also do this with a Visitor Visa, a Working Holiday or a Guardian Visa.

Registration and Selection Process

To register for a course, you need to complete an Application Form. You can Apply on-line or download the Application Form.

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If you meet the entry criteria for the course, we will send you a signed 'Offer of Place'. If a course is already full you may be invited to enroll at a later time.

The student sends completed Application Form, providing all requested information.

Bay Learning Academy will - verify the applicant's identity and citizenship

- Confirm eligibility
- Offer a place to the student and a Fee Invoice
- Ensure the student is aware of the information relating to the course, refund policy and the guidance and support available to them.

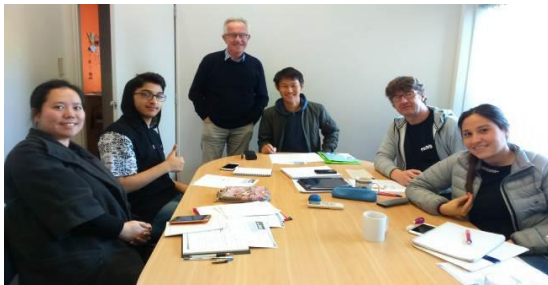
Student accepts the Offer of Place and pays for the course offered as per the Fee Invoice.
Payment may be made to the Academy or directly to the Public Trust.

Enrolment is recorded.

Payment is recorded.

A Student Receipt form is issued.

The receipt can be used to apply for a Visa if this is needed.






Recognition of Prior Learning



Previous qualifications and IELTS test results are helpful when applying for our TESOL and Business English courses.



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Orientation

Enrolment is completed upon arrival at Bay Learning Academy. Our orientation programme varies, depending on the course of study you choose.

You will be given a tour of the school, meet the tutors and be given access to our wi-fi. The orientation process will also cover health and safety issues, rules and regulations, and expectations. If you are doing an ESOL course we will then give you your placement assessment.

We also discuss the courses and what support is available to you. We then make sure that your homestay and transport arrangements are satisfactory.

NZ residents and citizens - please call the school for Enrolment Forms or download them from the website.

Groups (for international students)

Groups are defined as two or more students who travel and study together for no more than three months, on either a group or visitor's visa.

Information given to group students will be adjusted to meet the requirements of the particular group and period of study and provided in writing and separately via the group organizer/agent. Bay Learning Academy Registration Forms are required for each student, giving full contact details and any special health or other needs. All group student arrangements and conditions shall be set out in an agreement signed by the school and group organiser/agent.

Please see Bay Learning Academy's Group's Policy for further details.





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What is included in the tuition fees?

- Orientation programme
- Tuition: All classroom teaching.
- Assessment: All assessment and credit reporting fees.
- The use of textbooks and study guides.
- A Pastoral Care Staff member who will help deal with any problems you may have.
- Assistance in organizing sports and social activities.
- A friendly, personalized environment where you will feel welcome.
- For ESOL courses – a student/homework book if required, for students studying 3 months or longer) for the appropriate level, and any photocopied material used.
- Off-site field visits and activities associated with the programme of study (unless stated otherwise)
- Use of the Library
- Free use of Wi-Fi facilities.

What is not included in our tuition fees?


- Education outside the stated programme costs.
- Administration and registration fees.
- Accommodation and meals.
- Personal requirements, such as toiletries.
- Recreational activities
- New Zealand travel costs (internal travel)
- Airport escort service.



Fee protection, withdrawals and refund policies.



Student fees are placed in a trust account controlled by the Public Trust, a government agency. Funds from the trust account are made available to Bay Learning Academy when approved by the trustee. No funds are released to the school until after the first two, five or eight days (depending on the length of course, see below) of the course have been completed.



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Withdrawal and Refunds

If you choose to withdraw from the course, you must apply for it in writing. Forms can be obtained from the office. Refunds are payable to the student and are NOT transferable to another student.

Any additional refund may be possible at the Principal's discretion.

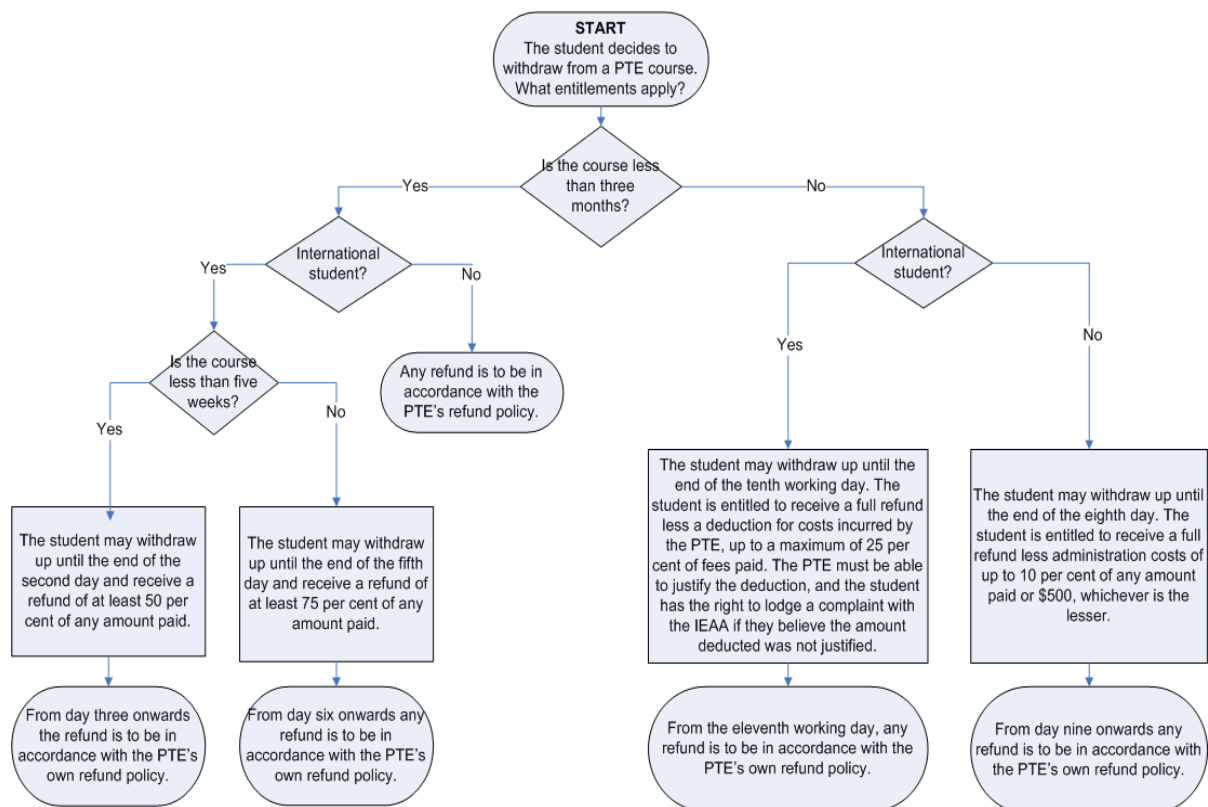
A week means calendar week, Monday to Friday, not academic week

* Course here can mean either course or module.

All students are liable for the cost of any additional services requested if these were paid for on behalf of the student or rendered and/or completed prior to a cancellation.

Further information can be found at <https://www.nzqa.govt.nz/qualifications-standards/understanding-nzqf/tertiary-education/withdrawals-and-refunds/>

Student Fee Refund Flow Chart





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NO refund of fees or course extension will be given if the student:

- Arrives late for their course without notifying the school in writing.
- Takes time off without prior agreement in writing.
- Leaves before the course is finished. We require two weeks' notice for a holiday.
- Is asked to leave the Academy due to a violation of the Academy's rules or the laws of New Zealand.
- Wishes to transfer to another Academy for whatever reason, outside of the dates given above.
- Returns home for any reason other than the student's serious illness or death or serious illness of a close member of the family. (Evidence required to verify authenticity in such an event.)
- Acquires Permanent Residence after having enrolled here. The student may re-enrol as a regular full-time student provided the Institution's enrolment policy is not contravened.

If you default on any fee payments the cost of debt recovery will be your responsibility. Bay Learning Academy reserves the right to charge interest (currently at 12% pa) on any outstanding debt. This policy is intended to be consistent with the requirements of the Education Amendment (No. 4) Act, 1991, and the Privacy Act, 1993.

Note: Homestay Refunds – Please refer to the Homestay Handbook

Attendance Policy

For Students on a Student Visa.

It is an Immigration NZ requirement that students attend 100% of the course unless they provide valid reasons for non-attendance. A minimum of 90% attendance would be required at Bay Learning Academy to ensure understanding and course completion. Attendance is recorded and maintained. Attendance below 80% will be seen as a breach of contract and study visa obligations. Disciplinary action will take place unless a valid reason is provided, or prior approval obtained. Failure to respond after two discipline letters may lead to course expulsion with immigration authorities being informed in such cases.

Students are required to be punctual. If students are more than 15 minutes late, they will be marked as Absent in the register for that session. Attendance is reported daily and calculated weekly to identify attendance % rates, as your overall attendance rate for the whole programme must meet the minimum requirements. As a student, it is your responsibility to comply and attain the attendance requirements.

School attendance requirements of enrolled students:

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- To attend all timetabled classes and related activities
- Be punctual for all classes.
- To inform the school of any illness preventing class attendance prior to the start of class or as soon after as possible
- Provide a medical certificate on your return to school in case of 2 or more days of absence.

Though it will be at the discretion of the institution's senior management, consideration will be given to withdrawing a student from a programme of learning if it is considered that they have missed too many classes to be able to meet the learning and assessment requirements of the programme.

If you are absent without prior consultation and/or approval from a programme of learning for more than three consecutive days, and unless other extenuating circumstances exist, you will be automatically considered to have withdrawn from the programme of learning, and no longer deemed a student of the institution. In these circumstances the institution will be required to notify the appropriate regulatory authorities of the change in your status.

Course and Tutor Evaluations

To assist us in maintaining a high level of teaching we ask that you fill out a Course Evaluation Form at various stages during the delivery of the programme. Your comments will be held in confidence and will help us to continually improve the programs we offer you. You will have the opportunity to make constructive suggestions at any time with reference to the delivery of your programme.

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Students Responsibilities.

You shall:


- Pay to the Provider the tuition fees in the manner agreed to by both parties.
- Agree to provide the education provider with academic, medical or other information relating to your well-being as may be requested from time to time by the school.
- You will accept and abide by the provider's rules and all instructions given by members of staff.
- You will accept and abide by the provider's decisions regarding accommodation suitability and rules regarding accommodation.
- You will attend all the time-tabled classes on all occasions when the provider is open unless prevented by illness or other urgent cause.
- Respect other students, their culture and their learning. Help maintain a positive and encouraging atmosphere for all the students.
- Accept the right of the provider to terminate this agreement and inform the Immigration Service if you fail to comply with the Bay Learning Academy attendance requirements.
- Ensure that the Academy has your most recent contact information. If there is any change, please let us know.



Bay Learning Academy Student Code of Conduct.



You are expected to behave responsibly and in a way that shows respect for your colleagues, your tutors and Bay Learning Academy facilities.



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1. Respect the learning of others.
2. Mobile phones must be turned off in class.
3. You must not cheat or plagiarize. These are very serious offences and could result in expulsion from courses.
4. Smoking is not permitted at Bay Learning Academy.
5. You must not damage, misuse or remove material from Bay Learning Academy without permission.
6. You must not damage, use or misuse property belonging to other students.
7. Shared areas, including the toilets, must be kept clean and treated respectfully. These areas are used by everyone.
8. You must conduct yourself in an orderly manner in your academic and recreational activities while you attend the Academy and on any Academy activities.
9. Students must always respect the rights and privacy of other members of Bay Learning Academy.

For examples of Misconduct and the Student Disciplinary Process please refer to the Code of Student Conduct available from the office and in the Student Library.

Definition of Misconduct

The general definition of 'misconduct' under these Disciplinary Procedures is improper interference, in the broadest sense, with the proper functioning or activities of the Academy, or those who work or study in the Academy; or action which otherwise damages the Academy.

Actions that break the law in NZ also constitute 'misconduct.'

Complaints Procedure

Personal Grievance Procedures.

- Talk to your teacher in the first instance.
- If your complaint is not satisfied, then talk to the Pastoral Care Staff member or talk to the Manager.
- If you prefer to put your complaint in writing, please request the Complaints Form
- Talk to the Homestay Manager if you have a Homestay problem.
- If you are still unhappy, talk to or write to the Principal
- You can go to iStudent Complaints, an independent organisation set up to assist International Students with any complaints they may have.
<https://www.istudent.org.nz/about-istudent-complaints>
- If you still feel your problem has not been solved, you may contact NZQA. Complaints are taken seriously. You can download or complete on line the complaint enquiry form at

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+41 225 180 700
 +45 898 83 996

+86 183 2705 9463

+49 221 747 40042
 +39 800 934 127

+43 720116182
 +48 223 988 072



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Mt Maunganui, 3116
New Zealand
Ph +64 7 5742868
info@baylearning.co.nz

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<https://www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/complaint-enquiry-form>. Or contact NZQA on 0800 697 296.

You should be able to show them that you have tried to get the school to act before you contact them. They will consult the school to see if anything can be done to help you.

If you do have a problem, please ask for help while it is still a little problem. Do not wait for it to become a big problem. If you are not confident that your English is good enough you can always bring a friend who has better English. At any time, you may use a friend or supporter to ensure that you are comfortable.

Student Welfare

We have access to multi-lingual speakers who can assist if you need it.

Eligibility 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 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 <http://www.acc.co.nz>.

Medical and Travel Insurance

International students must have appropriate and current medical and travel insurance while studying in New Zealand. Copies in English must be provided for all policies purchased outside of NZ. To ensure that all requirements are met. If required staff at Bay Learning Academy can help you with health insurance purchase. NZ. To ensure that all requirements are met. If required staff at Bay Learning Academy can help you with health insurance purchase.

Other information

If you have a problem and are willing to discuss it with our Student Pastoral Care officer please do so. Sometimes you may feel that you would prefer to discuss things with a different person. We have listed some agencies and phone numbers below who may be useful to you. Most of these are free.

Police, Ambulance, Fire – 111 emergency use only.
(On any land line telephone call 111)

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Lifeline and Interchurch Counselling Services
 This is a telephone counseling service
 FREEPHONE throughout NZ - 0800 543 354

Youthline

Email: youthline@youthline.co.nz

Web: www.youthline.co.nz

www.urge.co.nz

Crisis counselling of all kinds: anxiety, risk,
 personal crises, etc

Phone: 0800 376 633

Citizens Advice Bureau

(CAB)

Free advice about anything.

Referral to other
 agencies which can help
 07 578 1592

Email:

cab.tauranga@xtra.co.nz

38 Hamilton St,
 Tauranga 3110



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LanguageCourse^{net}

Book at worldwide lowest price at:

<https://www.languagecourse.net/school-bay-learning-academy-tauranga.php3>

+1 646 503 18 10
 +31 858880253

+44 330 124 03 17
 +7 4995000466

+34 93 220 38 75
 +46 844 68 36 76

+33 1-78416974
 +47 219 30 570

+41 225 180 700
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About New Zealand

New Zealand is a beautiful country, and we are very keen to welcome you here.

Some things you might wish to know so you can plan your time here successfully.

Activities in Tauranga

For sports clubs in Tauranga, check out: <https://www.sportbop.co.nz/>

For events and what's going on try: <https://www.eventfinda.co.nz/whatson/events/tauranga>

Trips from Tauranga

Buses go daily from Tauranga to Auckland and Rotorua. This is an excellent hassle-free way to travel.

Tauranga – Auckland, buses leave every day, travel time is approximately 4 hours. Student discounts are available.

Buses to Rotorua depart 4 times a day.

For a list of Activities in Rotorua head to: www.tourism.net.nz/region/rotorua

For a list of attractions in the Tauranga area: www.tourism.net.nz/region/bay-of-plenty/

For practical information and advice on living in NZ head to:

www.tourism.net.nz/new-zealand/top-tips.html

Here you will find information on the time difference, tipping in NZ, currency etc. that will assist you.


Travel around Tauranga



Tauranga is well serviced with buses, go to <https://www.baybus.co.nz/>







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