

For updated information at any time, please visit [www.lsnz.co.nz](http://www.lsnz.co.nz)  
updated November 2023



## Contents:

1. Mission Statement
2. School Profile
3. LSNZ 12 Point Promise
4. Before School Starts
5. Course Information
6. Fees
7. Attendance
8. Accommodation
9. School Facilities
10. Class Movements and Enrolment Deadlines
11. Enrolment Procedure
12. Immigration Licensed Visa Assistance
13. Code of Practice
14. Health and Travel Insurance
15. Airport Departure
16. Counsellors
17. Weekend Trips
18. Social Programme
19. Public/School Holidays
20. Marketing Collaterals

## Mission Statement

“To be the best language school in New Zealand”

## The LSNZ 12 Point Promise

1. Central locations
2. A welcoming and supportive atmosphere.
3. Excellent courses and excellent qualified teachers.
4. Small classes: Average 11-15 per class
5. All students can only speak English whilst at our schools
6. A great nationality balance. Up to 35 nationalities in a year!
7. Good value for money.
8. English New Zealand member schools.
9. Regular weekend and midweek activity programme.
10. Best modern educational technology. We offer interactive whiteboards.
11. Modern funky decor.
12. New administrative software, efficient and easy to work with.
13. Awesome and well-qualified teaching and administrative staff  
(Oops, that's 13 points!)



## School Profile

**Name of School:** LSNZ

### School Philosophy:

Learning English should be fun. Students should be supported from the time they arrive in New Zealand. School should be a place where students feel comfortable and at home. The atmosphere should be friendly and relaxed. We endeavour to offer all this to our students.



### Locations:

#### **LSNZ Queenstown** LSNZ

Level 2 Dart House, 11 Hawthorne Place, Remarkables Park Centre - Queenstown 9300

Ph: +64 3 442 6625

Manager: Rene de Lima

Emergency phone number: +64 27 768 252

**Queenstown** is the number one year-round resort in New Zealand and is the adventure capital of the world. You will be amazed by the magnificent nature all around you. LSNZ Queenstown is located in the Remarkables Park Centre.



#### **LSNZ Christchurch** 99 Cashel Street

Level 1 99 Cashel Street, Christchurch Central

Ph: TBC

Manager: Richard Ashmore

Emergency Phone number: +64 27 674 2427

**Christchurch** is a historic and vibrant city offering lots of big city opportunities for our students. It is also known as the Garden City of New Zealand. LSNZ Christchurch is in the main shopping and hospitality street in Christchurch. Cashel St is the beating heart of Christchurch.

## Staff & Contact Details:

Designation	Name	Email
Director	Guy Hughes	<a href="mailto:guy@lsnz.co.nz">guy@lsnz.co.nz</a>
Director	Gina Hughes	<a href="mailto:gina@lsnz.co.nz">gina@lsnz.co.nz</a>
Queenstown Manager	Rene de Lima	<a href="mailto:manager@lsnz.co.nz">manager@lsnz.co.nz</a>
Queenstown Admissions	Kay Zimmerman	<a href="mailto:admissions@lsnz.co.nz">admissions@lsnz.co.nz</a>
Christchurch Manager	Richard Ashmore	<a href="mailto:richard@lsnz.co.nz">richard@lsnz.co.nz</a>
Christchurch Admissions	Miki Ihara	<a href="mailto:enrol@lsnz.co.nz">enrol@lsnz.co.nz</a>
Marketing Manager	Jihane Sato (Ji)	<a href="mailto:marketing@lsnz.co.nz">marketing@lsnz.co.nz</a>

## LSNZ Teachers:

Teaching staff are fully qualified English teachers and we have a good mix of nationalities to offer truly international English. We only employ teachers with the X factor who enjoy being with international students. All teachers are qualified with recognized TEFL qualifications. Also, there is regular LSNZ in-house training for teachers.

## Company Profile and History:

- LSNZ was established on 19<sup>th</sup> April 1993, by Guy Hughes, the school owner.  
**In 2023 we celebrated our 30th year of operation.**
- Our schools are centrally located and we offer our students an ambient and quiet environment for study.
- We believe in learning English for life.**  
That can be to help you improve your confidence in using English for day-to-day life, or it can be for more serious goals such as planning to study in English at a college or university.
- Full-time and Part-time English courses.**  
Lessons concentrate on grammatical correctness, vocabulary, speaking and listening skills as well as reading and writing, conversation topics and discussion activities.
- Exam preparation is available for IELTS.**  
These classes prepare students for University and our staff can arrange placement into all New Zealand Universities and Institutes of Technology.
- The schools all have a large student lounge with a great ambience, a kitchen, many classrooms, self-study rooms, great balconies and incredible views.
- High-Speed Internet Access (WiFi) is free for all students.**

- **Our classrooms have interactive whiteboards for unlimited teaching resources.**
- Students come from many Asian, European, Pacific, Middle Eastern and South American countries and counselling is available in several languages. We receive students from up to 35 countries in a year.
- We pride ourselves on an excellent activities programme both during the week and at weekends. There are regular optional weekend excursions available (at extra cost). Of course, our staff are always willing to help students make their own travel plans.
- **All homestay families** are carefully monitored and police checked by the school to ensure a high standard and an excellent experience for our students.
- LSNZ offers **student housing accommodation** for our students (currently Queenstown only) which is a typical Kiwi flatting experience. Very popular with more mature students.
- We are **COMBO** schools and offer a great opportunity for students to travel and study at both Queenstown and Christchurch schools.
- We offer group holiday programs. Also full-time group study programmes and junior programmes.
- **LSNZ** is registered and its courses are approved by the New Zealand Qualifications Authority. As a result of the last external evaluation and review, NZQA is **Highly Confident** in LSNZ. That puts us in the top bracket of NZ language providers. **We are a category 1 school.**
- **Students on a student visa can work part-time, 20 hours per week, while at our school.**
- We are members of **English New Zealand** and are a signatory to **the Ministry of Education Code of Practice.**
- **LSNZ** was awarded the prestigious **Tradenz Export Commendation** in 1998 from the New Zealand Government.

### **Advantage for Students Who Seek Further Studies After Studying at LSNZ:**

We are happy to discuss your students' longer-term goals and our staff offer advice and a placement service to universities and polytechnics in New Zealand.

## Before School Starts

### Airport Pick up:

If students have requested an airport transfer, either their host family, Canterbury Homestays will pick them up, or they will take a taxi. If the family or Canterbury Homestays is picking up, they will wait in the arrivals lounge. If students are taking a taxi they will be given a reference number which they give to the taxi driver at the taxi stand outside. They need this number. Then the taxi driver will drop the student at their homestay. If there are any problems students should call the school emergency numbers listed in our student handbook, which agents should give them as part of their preparation for travel.

Students or agents **MUST** inform the school or pick-up staff of any changes to flights or arrival times. If we are not notified, we will charge the student for the extra pick-up. If students are home staying, the family will assist in getting the students to school on their first day. If they are in our student apartments, it is an easy walk or bus to school and other students will help with this.



### Orientation:

Students should be at school by 8:50 a.m. on their first day. When students start at LSNZ, they receive a full orientation on their first day. Students should have received their student handbook pre-arrival. New students are grouped and their orientation co-coordinator will introduce him/herself to the group, and invite all to do the same,

talking about themselves and where they are from. Then the students are given information from the school handbook, rules, town information and their level test. This is all explained by our staff. During the morning the students are shown around the school, introduced to relevant staff, given their placement test and once it is completed, taken for a walk around the city where they will see the bus stop (right outside school), and the area surrounding the school. Full-time students start their class that afternoon and will find their names on the school class schedule.

## Course Information

### General English Classes:

- **8:00 - 12:15 or 13:00 - 17:15, Monday to Friday**  
20 hours per week, full-time class
- **8:00 - 14:00 Monday to Friday**  
25 hours per week, full-time class
- **9:00 - 12:15 or 14:00 - 17:15 Monday to Friday**  
15 hours per week, part-time class



We offer 6 levels. Beginner, Elementary, Pre-Intermediate, Intermediate, Upper-Intermediate and Advanced. Students move up a class when they have passed the required skills tests. These tests are given every two weeks. In addition, teachers will

give regular grammar and vocabulary assessments. At each level, we teach the grammar as well as skills and functions that are necessary. We improve student's writing and reading skills. Students also do a lot of listening and speaking practice. Teachers want students to practise their speaking, to give opinions and ask questions.

Conversation classes have even more speaking and listening. There is a lot of pair and group work, discussions on many varied and interesting topics, games, songs, videos, vocabulary and exercises to improve listening skills used in everyday English. Also unlimited Internet-based resources.

***In 2024 LSNZ will move to two full-time streams, morning 8:00 - 12:15 and afternoon 13:00 - 17:15.***

### **IELTS:**

Classes are from 1:00 pm to 3:10 pm Monday to Friday. A minimum of an Intermediate English level is a prerequisite for these classes.

These courses are for students planning to go to university, preparing for residency or other purposes. In the mornings, students take General English. The afternoon course focuses on specific topics and skills needed for the IELTS exam and for successful study at university.

### **TOEIC:**

Combine the TOEIC online class with any part-time/full-time course. A minimum of 2 weeks of classes and the student will have 24-hour online access for 12 months.

TOEIC is a globally recognized test that measures English language ability for professional purposes in reading, writing, listening and speaking. LSNZ is a public testing centre for the TOEIC exam in Queenstown. You can book your exam via our website or talk to the receptionist at our campus.

### **COMBO Course:**

With Combo Course you can study English in 2 great locations in New Zealand. Queenstown and Christchurch. Combo Course means you can study and travel around the South Island on one programme. Combo enrolments and payments should be sent to the first school only. This school will then inform the other Combo School of the arrival and payment details as well as communicate with the agent about all aspects of enrolment and payment.

Combo Students can choose courses at our schools for a minimum of 2 weeks at each school.



Your students are welcome to extend their studies at any of the Combo Schools. Homestay changes can be made without penalty if given at least 2 weeks' notice.

## [Download Flyer](#)

### **Young Learners and Holiday Program**

LSNZ Christchurch offers preparation and holiday courses for young learners. Minimum age is 14. Students may join other students or be in separate classes depending on numbers and the time of year. The minimum age for the Queenstown school is 15.

## **Fees**

All fees are in NZ Dollars and include GST (local tax) where applicable. Minimum student numbers are required. Students can request a course change between morning and afternoon with 1 week's written notice (subject to course availability and meeting the entry criteria).

[Fees 2023](#) | [Fees 2024](#)

## **Attendance**

LSNZ expects students to attend all classes as Immigration NZ requires 100% attendance. If a student's monthly attendance is less than 80% then they will receive a warning letter. If attendance doesn't improve the student will lose their place at LSNZ, receive no tuition fees refund and Immigration NZ will be informed. If a student is absent from school they need to email the school stating the reason they are absent. For more than 3 sick days they need to show a doctor's certificate otherwise they will be marked "absent".

## **Accommodation**

### **LSNZ Student Houses (Only for Queenstown):**



LSNZ Student Housing is an accommodation option that offers students independence and a shared flatting experience. It is available to students while studying at LSNZ. It is also offered to our partner company's intern students.

Each student house is fully furnished with a kitchen, a bathroom and a living room with a TV and other facilities. Most bedrooms are twin-share but there are some single rooms.

There are also several outdoor areas including a BBQ space and a laundry area where washing machines and dryers are available. Power bills are included in the weekly rent.

LSNZ Student Houses are located in different areas around Queenstown. There is a bus stop near the houses. The management is run at our Queenstown school and all houses have a head tenant.

After a student graduates from LSNZ, it is possible to extend their stay in the LSNZ Student Houses as long as a place is not needed by another LSNZ student. 2 weeks notice will be given by the school for ex-students who will need to leave the accommodation. If a student wishes to leave or extend their time in LSNZ Student Accommodation then they must give notice at least 2 weeks before (same for homestays).

If a student goes away on holiday for a week or more but wishes to remain at the LSNZ Student Accommodation they need to continue paying the full weekly amount.

The first 4 weeks of accommodation cannot be refunded. If a student wants to leave, 2 weeks' notice must be given to the accommodation manager at school.

### **Homestays:**

All LSNZ homestays are police checked as required by the CODE OF PRACTICE. Also, they are all visited regularly and maintained by our staff.

All of our families live close to a bus stop and other conveniences. No student is generally placed in a homestay where another person speaks his or her native language, where possible. Generally, no more than two students stay with a family.

Homestay details are usually sent to the agent 4 weeks before the student's arrival. Students are welcome to start communicating with their family before they arrive and homestay details contain email addresses where possible.

Homestay families like to get to know students and about their country, so students should be encouraged to talk as much as possible with their families. New Zealand family culture is usually relaxed and informal, but politeness is essential. All meals on weekends

and holidays are included and breakfast and dinner on school days. Students are expected to help with housework and obey family rules. Try to keep shower length to a minimum as most New Zealand families have a limited supply of hot water.

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

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

Students can start on any day and leave any day for their accommodation. Extra days can be invoiced either before the student arrives or after they have arrived in New Zealand.

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

## School Facilities



The student lounge at our schools has free WiFi for students to use. Also, they are comfortably furnished for students to use before class, during breaks and after school. The student lounge has a kitchen where students can make hot drinks and heat their lunch. It also has free tea and coffee facilities. There are comfortable chairs and dining tables.

## Class Movements and Enrolment Deadlines

Students wishing to change classes or move up to the next level need to speak with their teacher or senior teaching staff. Students need to pass the required skills tests in each of the four skills before they can be moved to the next level. The requirement is a 90% score across two tests. Tests are held every two weeks. A student's teacher can advise about how to improve in problem areas. Movements are decided at weekly teacher's meetings and are effective the following week.

Students wishing to extend their studies must inform the office and pay before 12.30 pm on the Thursday of their last week.

## **Enrolment Procedure**

At LSNZ we accept enrolments online. Agents receive a link where they can make their bookings. We have a “within 24 hours” turnaround policy on all General English enrolments. If you have sent an enrolment and hear nothing from us after 2 days, please contact us. We send 2 invoices: a recommended retail price invoice and a Net invoice. One for the student and one for the agent, including the retailer's margin (usually known as “commission”).

### **Bank Account Details:**

Please put the student's full name and student ID in the bank payment details.

Our bank account details are as follows:

#### **LSNZ Queenstown**

BANK OF NEW ZEALAND,  
QUEENSTOWN, NEW ZEALAND  
ACCOUNT NUMBER: 02-0948-0162709-00

#### **LSNZ Christchurch**

BANK OF NEW ZEALAND,  
CHRISTCHURCH, NEW ZEALAND  
ACCOUNT NUMBER: 02-0948-0162709-07

Payments received in New Zealand must equal the NZD invoiced amount we have sent to you. If the amount received is less than the invoiced amount we will request that the rest of the payment be made as soon as possible. In some cases, we will reduce the number of weeks of a student's course.

### **Payments:**

If the full amount (gross) is paid, LSNZ will send the commission to the agent on the 20<sup>th</sup> of the following month after the student has completed their first 7 days of study. To ensure this happens quickly please send an invoice for the commission amount.

LSNZ pays a commission on extensions. We will also pay a commission if a direct enrolment has come through as a result of receiving information from an agent. Commissions on extensions will be deducted from the invoice for the next student the agent enrolls.

### **Documentation:**

LSNZ will send an invoice to the agent and once we confirm the correct payment, we will send receipts and other documents necessary for the visa.

We cannot send documents for a visa before our bank in New Zealand has confirmed the payment.

### **Refunds:**

Policy available on our website, please click here: [Refund Policy](#)

### **Student Fees Protection:**

As required by NZ law, LSNZ has student fees protection in place. This is in the form of a bank bond held at our bank, and a static trust.

## **Immigration Licensed Visa Assistance**

For all regulations regarding visas, visit [www.immigration.govt.nz](http://www.immigration.govt.nz).

The Offer of Place and Receipts cannot be issued by LSNZ for a visa application to be submitted unless all fees have been paid fully and correctly in advance (at least 12 weeks before).

If your student requires student visa application assistance, LSNZ can help! Managing Director, Gina Hughes is a licensed Immigration Adviser. The application assistance fee is NZD\$750 plus the immigration application fee. For more information please contact our Admissions Team.

## **Code of Practice**

LSNZ has agreed to observe and be bound by the Code of Practice for the Pastoral Care of International Students published by the Ministry of Education. Copies of the Code are available on request from this institution or at [www.nzqa.govt.nz](http://www.nzqa.govt.nz)

## **Health and Travel Insurance**

Students are not entitled to publicly funded health services while in New Zealand unless they are:

- A resident or citizen of Australia; or
- A national of the United Kingdom in New Zealand; or
- The holder of a temporary permit that is valid for two years or more.

If you do not belong to one of these special categories and you receive medical treatment during your visit, you will be liable for the full costs of that treatment.

Students must have insurance that will cover the cost of medical treatment in New Zealand for the duration of their stay in New Zealand.

LSNZ can assist with Health and Travel Insurance. Please contact our admissions team for a quotation.

## Airport Departure

Return to the airport needs to be arranged separately. LSNZ can organise airport returns by taxi or shuttle bus if requested, but there is an extra charge for this to the student. In many cases, students make friends who will take them together to the airport and it is possible for students staying a long time with a host family that their family will drive them to the airport at no extra cost (although this is not a requirement of the family).

## Counsellors

All admin staff are available to assist students. In some cases, we have native-speaking counsellors. We have native and non-native speaking counsellors of the following languages: Japanese, Spanish, Czech, Vietnamese and Portuguese (2023)

Please tell your students that they should also talk with our staff for help or advice for any problems.

LSNZ are available for urgent requests but any non-urgent inquiries will be answered during business hours only.

## Weekend Trips



Some weekends LSNZ will book trips going somewhere in the South Island New Zealand. These trips are arranged by our staff or other companies but are not official LSNZ-organised trips. Weekend trip costs vary according to the trip, and we advise students the week before the trip. Most trips are one-day trips.

## Social Programme



Every week we have social events organised. We offer soccer or other sports as well as different social events. We also arrange occasional school parties and trips to special events and famous places. The social programme is very popular and is a great way for students to practise English in an informal environment.

## Public/School Holidays

6 Feb	Waitangi Day	3 Jun	King's Birthday
25 Mar	Otago Anniversary Day *Queenstown Campus Only	28 Jun	Matariki
29 Mar	Good Friday	28 Oct	Labour Day
1 Apr	Easter Monday	15 Nov	Canterbury Anniversary Day *Christchurch Campus Only
25 Apr	Anzac Day	25 Dec	Christmas Day

The school is closed for all New Zealand public holidays and two weeks at Christmas after Friday 20th December 2024. The next school year starts on Monday 6th January 2025.

## Marketing Collaterals

[Available to download here](#)

Thank you!

