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## 1. Message from the Managing Director

Nau mai, haere mai, and welcome to Bay Learning Academy (BLA),

Coming to New Zealand to live and study has many challenges and rewards. We at Bay Learning Academy would like to ensure your student life and learning is full of success and wonderful memories. The Student Handbook is a guide to help you understand the Academy and your chosen study location. You are encouraged to read the handbook carefully.

As a forward-looking organization, we strive to provide quality education to our international students. If you have any concerns, please feel free to approach any of our staff members. We are all here to support you.

We hope you enjoy your time with us and New Zealand during your stay.

Jon Sadler  
Managing Director

## 2. Care of our Students

Bay Learning Academy Ltd is bound by the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021. 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:

<https://www2.nzqa.govt.nz/assets/Tertiary/The-Code/pastoral-care-code-of-practice-2021-english.pdf>

To view a self-assessment of our Code of Practice, please go to:

[https://www.baylearning.co.nz/downloads/Self-Review\\_Toolkit\\_Tertiary\\_Providers.pdf](https://www.baylearning.co.nz/downloads/Self-Review_Toolkit_Tertiary_Providers.pdf)



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### 3. Immigration

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>



### 4. Bay Learning Academy Key Contacts

#### **Operations Manager**

Yulia Vasina

Phone +64 7 5742868

Email: [info@baylearning.co.nz](mailto:info@baylearning.co.nz)

#### **Homestay Coordinator**

Anna Egorova

Email: [homestay@baylearning.co.nz](mailto:homestay@baylearning.co.nz)

#### **Bay Learning Marketing**

Jon Sadler

Email: [marketing@baylearning.co.nz](mailto:marketing@baylearning.co.nz)

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## 5. 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 and entertainment facilities, next to the bus station and opposite the Bayfair Shopping Plaza. We are a short bus ride from downtown Tauranga.

All 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
- High School Preparation
- TESOL (Teaching English to Speakers of Other Languages (NZQA Level 4 and 5 equivalence)
- TECSOL (Teaching English to Children, Speakers of Other Languages. (NZQA Level 4)
- Te Reo Classes (Maori Language and Culture)
- Spanish Classes (3 levels), Japanese, Mandarin
- Group Study Programmes (English + activities or field study)



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

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## 6. About Mt Maunganui and Area

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 the key attraction of Tauranga. It has a vibrant holiday-feel for students, with many cafes, bars and restaurants. The beach and amenities are among the best in the world; white sand leading down to a surf beach dotted with offshore islands, that can be enjoyed all year round. On the other side of town, there is a sheltered swimming beach which boasts the port and recreational boating. Within the area many different sports and leisure clubs are available to meet all interests.



Many water-based activities are available here, from paddle-boarding, surfing and kayaking to kite surfing, foiling 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 is one of the sunniest spots in New Zealand with almost 2,400 sunshine hours a year. It has become a multi-cultural city with cultural events, art galleries and festivals, libraries, music festivals, theatres and performing art centres. The racecourse, parks, reserves, open spaces and magnificent harbour all contribute to the peaceful and relaxed atmosphere enjoyed by those living in this beautiful city. It has excellent education facilities - schools, technology institutes, and a university offering pathways to opportunities and careers for the growing student population. This gives Tauranga and Mt Maunganui a vibrant feel.

We are a short drive to the native forests, 50 minutes from Rotorua; which is the centre for cultural and geothermal activities, mud-pools and geysers, and an hour from Hamilton; home to museums, galleries and a world-class zoo and botanical gardens. Cosmopolitan Auckland city is only a 3-hour drive or a 40-minute flight away.





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## 7. Getting Here

You have options.

You can either fly into Auckland International Airport and cross to the Domestic Terminal for a flight to Tauranga, or catch an Intercity bus to Tauranga, or be collected from Auckland International Airport and be driven to Tauranga (via a shuttle service).

There is a fee for this service listed on the website: <https://www.baylearning.co.nz/student-information/>



Please indicate on your application form which option you prefer.

## 8. 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 general English courses, in fact we recommend it. All our homestay hosts are vetted and monitored by our Bay Learning home-stay coordinator.
- 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.

For group accommodation please contact us on: [info@baylearning.co.nz](mailto:info@baylearning.co.nz)

## 9. 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 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 using the cooker, TV etc, and to let homestay parents know if you are planning to be out late.

We can help you find the 'right family'. Contact us at [homestay@baylearning.co.nz](mailto:homestay@baylearning.co.nz) for more details.

### Costs

Homestay costs in 2026 vary between \$365 and \$395 per week (half and full-board).

There is also a placement fee to find the right home and deal with any issues. All homestays must 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 families.

### 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.



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## 10. Fees

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

What is included in our tuition fees?

- Orientation programme.
- Tuition: All classroom teaching and education outside of the classroom in the programme.
- Assessment: All assessment and credit reporting fees.
- The use of textbook photocopies and study guides.
- Pastoral care to help deal with any problems you may have.
- Assistance in organizing sports and social activities.
- A friendly, personalized environment where you will feel welcome.
- A student workbook.
- Off-site visits and activities associated with the study programme (unless stated otherwise).
- Use of the library and learning resources.
- Free use of 6G Wi-Fi facilities.

What is not included in our tuition fees?

- Education outside the stated programme costs.
- Administration and registration fees.
- Resources and Materials.
- Accommodation and meals.
- Additional recreational activities.
- Personal requirements.
- New Zealand travel costs (internal travel).
- Airport transfer.

## 11. Course Requirements and Restrictions

General English Plus Skills	You will be given a Placement assessment on arrival to determine which class will be best for you.
High School Preparation	Requires an Elementary level of English or CEF A2
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
TECSOL	Requires an Intermediate Level of English or IELTS 5.5



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## 12. 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:

Time	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 or IELTS Preparation	Conversational Grammar or IELTS Preparation	Listening/ Reading or IELTS Preparation	Vocabulary/ Writing or IELTS Preparation	Activity
18:00 – 20:00	General English	IELTS Preparation	IELTS Preparation		

## 13. IELTS Examination Centre

Bay Learning Academy is the regional IELTS examination centre. Exams are held usually every two weeks and the schedule of dates can be viewed here: <https://ielts.co.nz/newzealand/test-centre/idp-education-tauranga> .

## 14. Teaching English to Students of Other Languages (TESOL)

The Bay Learning Academy teacher education course offers a series of professional development seminars for Teaching English as a Foreign Language. The course offers a theoretical and practical insight into teaching approaches and methods, and the structural, lexical and phonological aspects of English. It also provides an array of helpful delivery ideas, techniques and activities for students at different levels. The 16-credit course is communicative, interactive and includes pre-course materials, handouts and lesson materials.

For 2026, the proposed dates of the courses can be viewed on our website here:

<https://www.baylearning.co.nz/classes/other-classes/tesol/> .

Contact: [info@baylearning.co.nz](mailto:info@baylearning.co.nz) for more information.

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## 15. Groups (for International Students)

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

We can offer English with activities (sightseeing and/or activities); English with specific interest (e.g. Art, Fishing, Surfing, Golf, Rugby etc); or English for specific purposes (e.g. geography, science and sustainability).

Information given to group students will be adjusted to meet the requirements of the 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 webpage for further details.

<https://www.baylearning.co.nz/classes/other-classes/>.



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## 16. 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 prescribed textbook, and photocopies and other resources for study are provided. You will also receive a Bay Learning Academy notebook to write in.

### Assessments

Entry placement assessment: This will determine which class you are placed in

Ongoing assessment: These occur throughout the course at the completion of each unit.

Exit placement assessment: 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 at the level you attained on graduation.

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





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## 17. Health and Travel Insurance

As free access to New Zealand's health care services is not available to international students, Bay Learning Academy insists on all students studying have adequate health and travel insurance cover.

It is a policy of the institution to require all international students to have total health and travel insurance cover if medical treatment and/or hospitalization is required whilst in New Zealand. At the very least you must have adequate health and travel insurance from the first day of study to the last.

The policy must cover travel to and from New Zealand and for the duration of the time the student is enrolled, and must be large enough to cover serious incidents, and be 'unlimited' for health cover.

### Providers

Platinum Visa and Mastercard holders can obtain extensive travel insurance.

A list of financially secure travel insurers can be seen here:

<https://www.comparetravelinsurance.co.nz/travel-insurance-tips/visitors-to-new-zealand-inbound-travel-insurance> .

Staff at Bay Learning Academy can help you with the travel insurance application.

## 18. 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 on any Monday. For other courses, start dates and end dates are listed on the website: [www.baylearning.co.nz](http://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, a Visitor Visa, a Working Holiday Visa or a Guardian Visa to study at Bay Learning Academy.

Visa requirements change. You are advised to contact your agent or visit the following web page to get current advice: <https://www.immigration.govt.nz/new-zealand-visas> .

### 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.

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 enrol later.

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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 student 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 student 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 programmes.

### **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 a general English 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.





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## 19. 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 Public Trust Fund. 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 (see flow chart).

### **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 Manager's discretion.

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/>

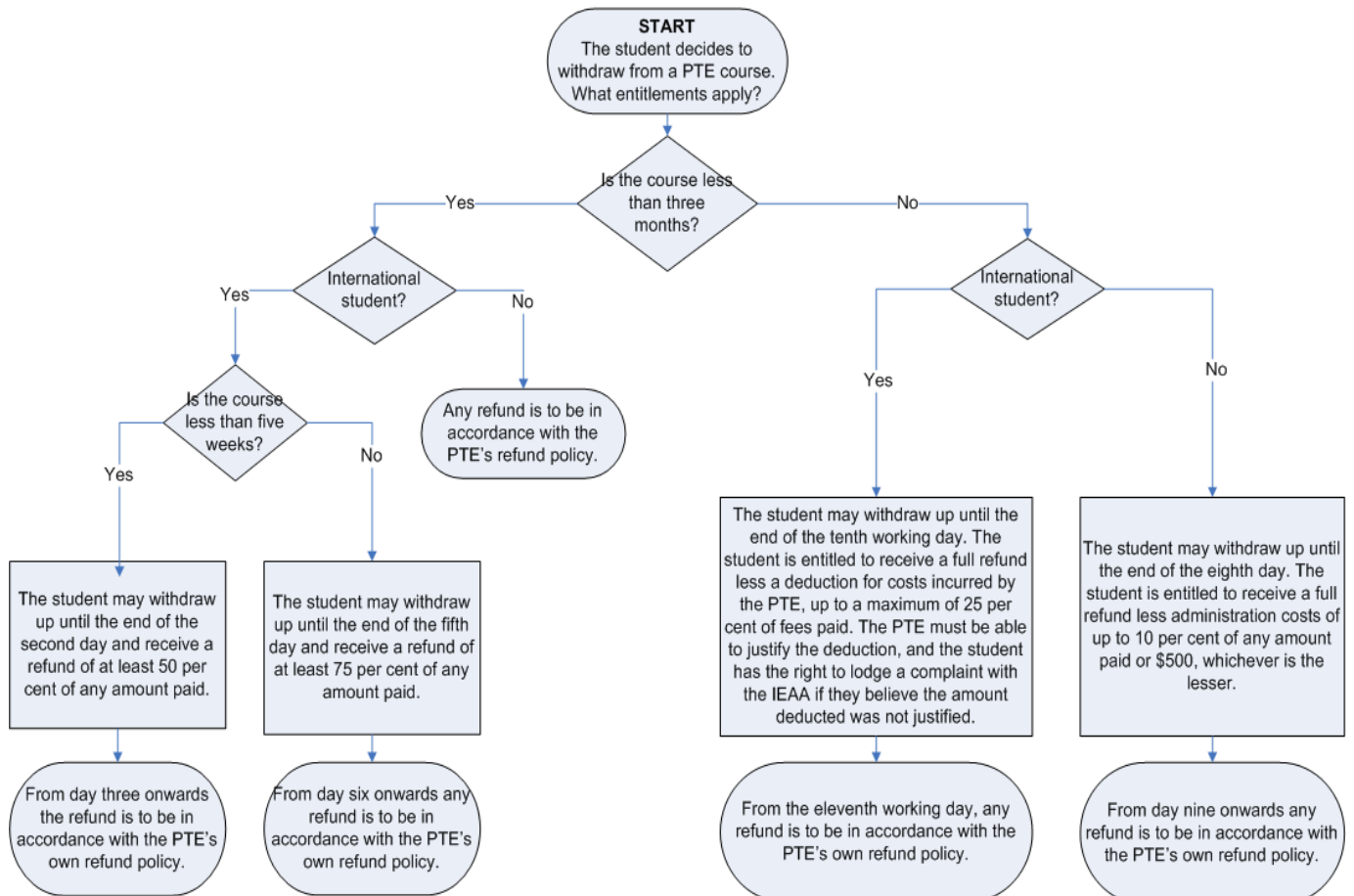
### **No refund of fees or course extension will be given if the student:**

- 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 language school for whatever reason, outside of the dates given above.
- Returns home for any reason other than the student's serious illness, 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 up to 6.5% 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.

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## Student Fee Refund Flow Chart



PTE = Private Tertiary Establishment (Bay Learning Academy)

## 20. Attendance

### 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 80% 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.

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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 percentage 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**

- 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 the event of three or more days of absence.

Though it will be at the discretion of BLA's management team, 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 BLA. In these circumstances BLA will be required to notify the appropriate regulatory authorities of the change in your status.



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## 21. 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 programmes we offer you. You will have the opportunity to make constructive suggestions at any time with reference to the delivery of your programme.



## 22. 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 staff members
- You will accept and abide by the provider's decisions regarding accommodation suitability and rules regarding accommodation.
- You will attend all the timetabled classes on all occasions when the provider is open unless prevented by illness or other urgent causes.
- 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.



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## 23. Bay Learning Academy Student Code of Conduct

### 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'."*

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

1. Respect the learning of others.
2. Unless otherwise agreed with the teacher, mobile phones must be turned off in class.
3. You must not cheat or plagiarise. 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 policy available from the front desk.**

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## 24. 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 Managing Director
- For unresolved complaints, you can go to iStudent Complaints, an independent organisation set up to assist International Students with any complaints they may have. Register here: <https://www.istudent.org.nz/about-istudent-complaints>
- If you still feel your problem has not been resolved, you may contact the NZQA. You can complete an online complaint enquiry form outlining your concerns at: <https://www2.nzqa.govt.nz/about-us/contact-us/complaint/education-provider/> 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.

## 25. Student Welfare

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

### A. Eligibility for Health Services

Most international students are not entitled to publicly funded health services while in New Zealand. 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>

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## B. Welfare Information

If you have a problem and are willing to discuss it with our staff, 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**)

Lifeline and Interchurch **Counselling Services**

This is a telephone counseling service  
FREEPHONE throughout NZ

**Phone: 0800 543 354**

**Youthline**

Email: [youthline@youthline.co.nz](mailto:youthline@youthline.co.nz)

Web: [www.youthline.co.nz](http://www.youthline.co.nz) OR  
[www.urge.co.nz](http://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

**Phone: 07 578 1592**

Email: [cab.tauranga@xtra.co.nz](mailto:cab.tauranga@xtra.co.nz)

38 Hamilton St, Tauranga 3110



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## C. Interests and Activities

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>

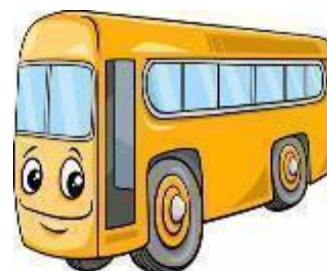
There is an annual Jazz Festival in April, and Arts Festival in October. Multicultural Tauranga <http://www.trmc.co.nz/> can help with ethnic events.

### Trips from Tauranga

Buses go daily from Tauranga to Auckland, Hamilton 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 and Hamilton depart at three times a day.



For a list of activities in Rotorua head to: [www.tourism.net.nz/region/rotorua](http://www.tourism.net.nz/region/rotorua) and for Hamilton try: <https://www.waikatoz.com/things-to-do/#all-thing-to-do>

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

The bus terminal is opposite the school. Tauranga is well well-serviced with buses, go to <https://www.baybus.co.nz/>

