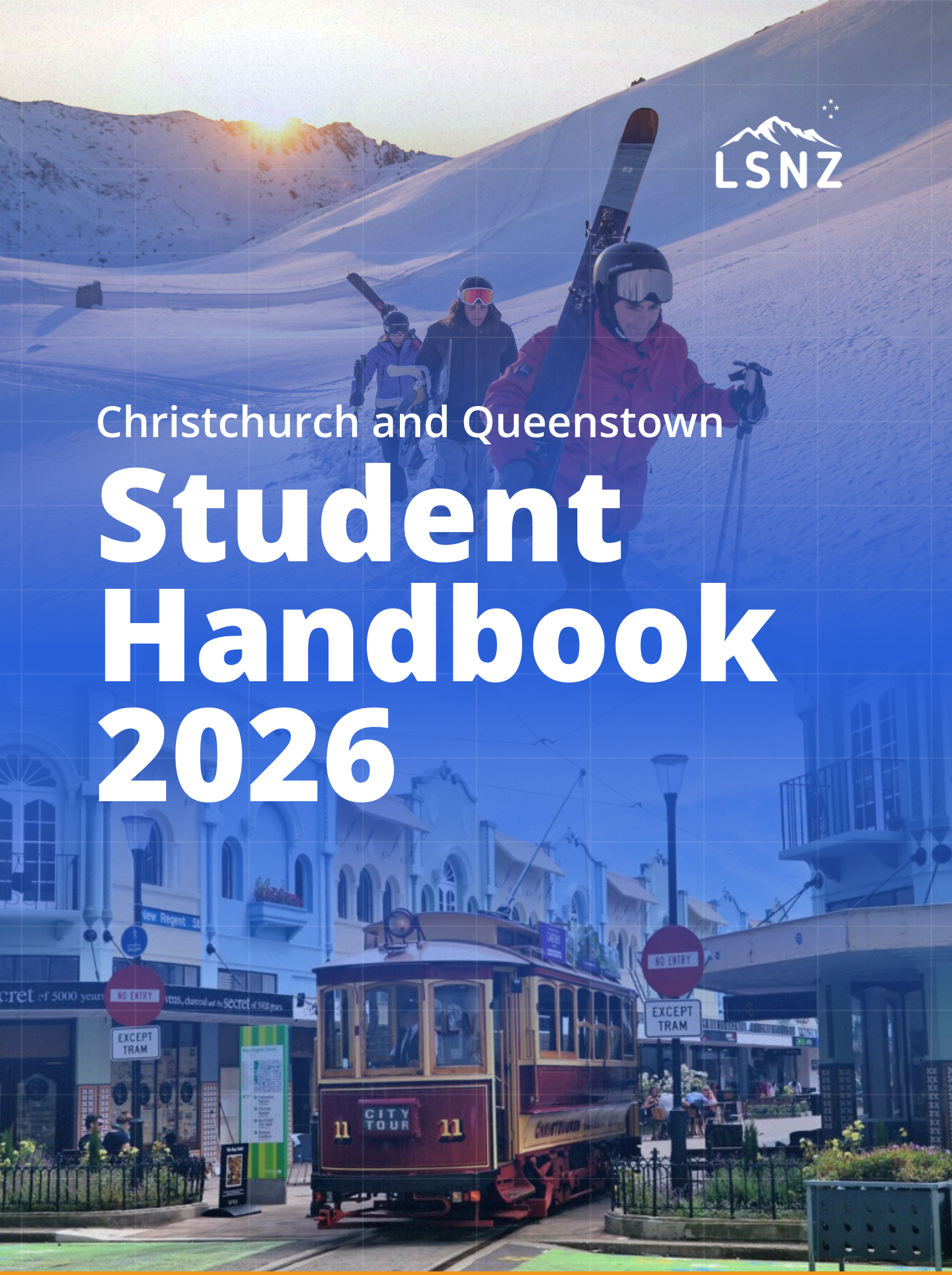
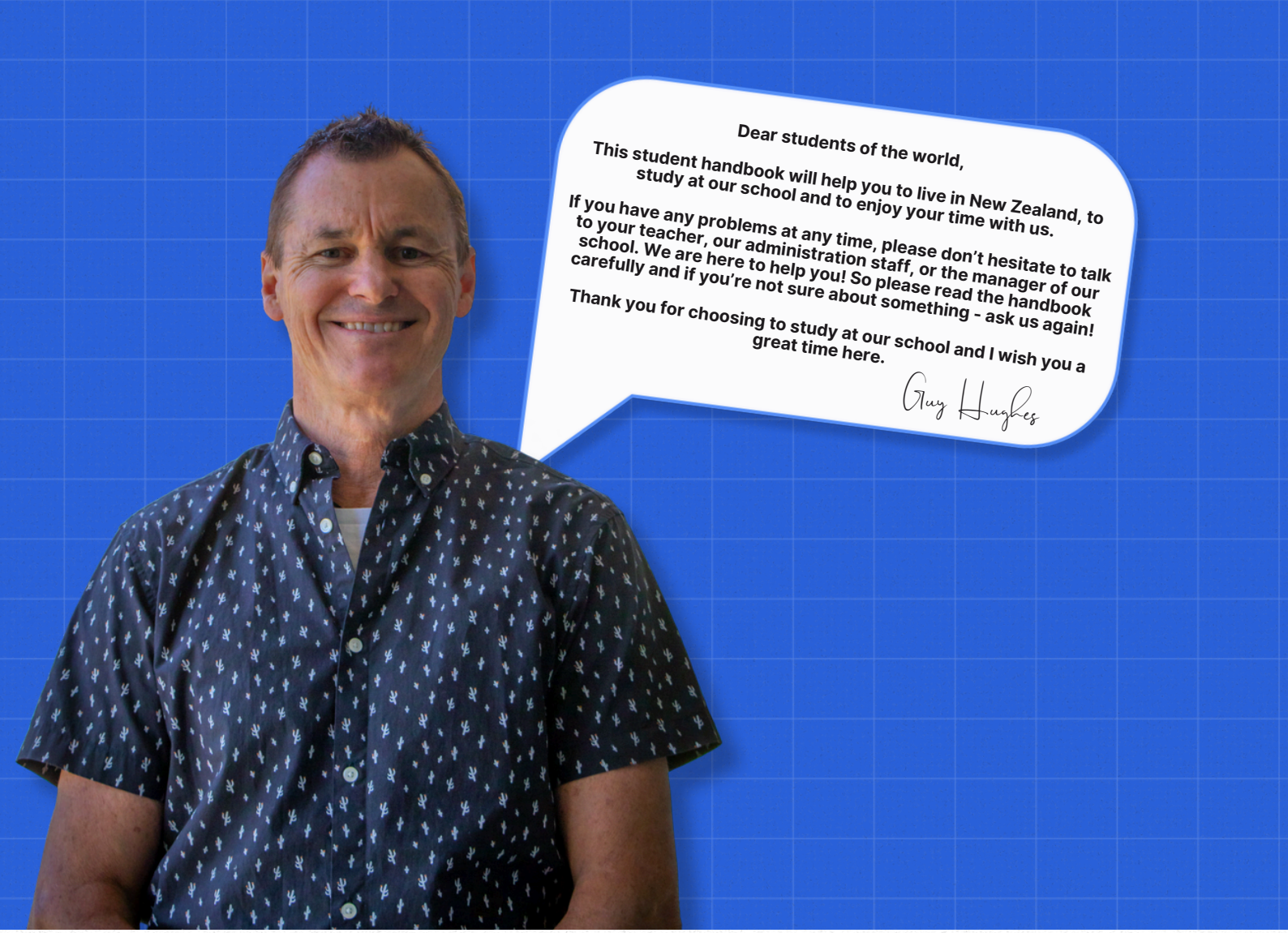


Christchurch and Queenstown

Student Handbook 2026

New Zealand Qualifications Authority (NZQA) Category 1 Education Provider



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School Information

Christchurch and Queenstown



ONLY SPEAK ENGLISH

All students must ONLY speak English where they're at school.



OPENING HOURS

The school is open from 8:00 am to 5:00 pm in Queenstown, 8:00 am to 4:00 pm in Christchurch.



DAY CLASSES

Morning classes: 8:30 am to 12:45 pm with a 15-minute break at 11:00 am.
Afternoon classes: 1:30 pm to 5:45 pm, with a 15-minute break at 4:00 pm.



YOU SNOOZE YOU LOSE

Please be on time!
It is very disruptive to be and unfair to the other students who woke up early and to the teachers who planned fun lessons for you!



ACTIVITY BOARD

There are lots of activities in the evening or at the weekend with special student prices. Enjoy the pool, pub, movie night, bowling or ice skating.



JOB CLUB

Every week we offer support for working in New Zealand, how to create your CV, cover letter, open a bank account, IRD.



IELTS EXAM CLASSES

Boost your confidence, learn tips and get ready to take your IELTS exam with our IELTS preparation course.



STUDENT RESIDENCE / HOMESTAY

Stay in our great student accommodation with your new friends or stay with a local family and immerse yourself in the easy-going New Zealand culture.

School Facilities

Christchurch and Queenstown

Free tea, coffee and sugar are available in the kitchen area all day. Make yourself at home and help keep our home clean.





Feel free to use our kitchen area to make or warm up your lunch in the microwave. You can store food in the fridge or cupboard, just remember to keep this area clean.

All our classrooms are equipped with interactive whiteboards and study materials. You are welcome to use classrooms after school for self-study.





All students are welcome to use the student lounge to relax during break time or after class. Feel free to play guitar or just chill and enjoy your break with friends.

Course Information



General English

Full Time:

25 hours per week
Monday - Friday 8:30 am - 2:30 pm

20 hours per week (Morning / Afternoon)
Monday - Friday 8:30 pm - 12:45 pm
Monday - Friday 1:30 pm - 5:45 pm

Part Time:

15 hours/ week (Morning / Afternoon)
Monday - Friday 9:30 am - 12:45 pm
Monday - Friday 2:30 pm - 5:45 pm

Combo:

(Morning / Afternoon)
Monday - Friday 08:30 am - 12:45 pm
Monday - Friday 1:30 pm - 5:45 pm





Course Information



Academic

IELTS:

Monday - Friday 8:30 am - 12:45 pm

A minimum of an Intermediate English level is a prerequisite for these classes. The course focuses on specific topics and skills needed for the IELTS exam and for successful study at university.



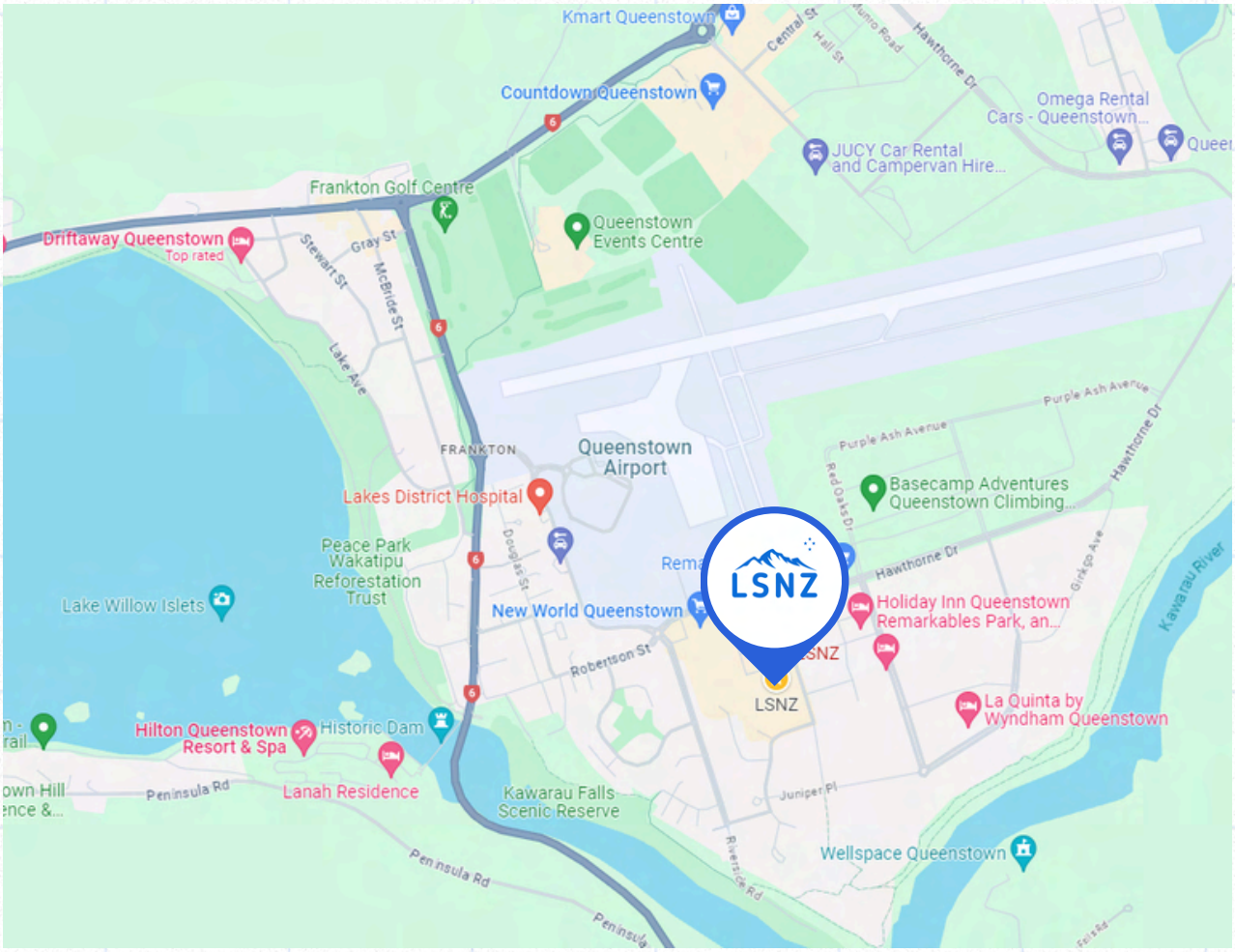
TOEIC (Add on):

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. You can book your exam via our website or talk to the receptionist at our campus.



Location

Queenstown Campus



Level 2, Dart House, 11 Hawthorne Drive, Remarkables Park,
Queenstown, New Zealand
admissions@lsnz.co.nz
+64 3 442 6625

Transport

Queenstown Campus

After landing at Queenstown Airport, you will need to head to your accommodation and, for that, you have a few options of transport available:

Public Transport

Bus 1 - Remarkables Shops to Sunshine Bay - departs every 30 min from the nearest Bus Stop. The bus fare is $2.50 per ride with Bee Card or $10 one ride without card.



You can plan your journey on:
www.orc.govt.nz/public-transport/queenstown-buses

For your first ride you will need to purchase a Bee Card on the bus for NZD $10 (cash only), which is $5 for the card and $5 the minimum credit to top up on the card.

The Bee Card can also be purchased and paid with card inside of Queenstown Airport at Paper Plus on the arrivals area.

More information available on:
www.orc.govt.nz/public-transport/bee-card-the-smart-bus-card

Transport

Queenstown Campus

After landing at Queenstown Airport, you will need to head to your accommodation and, for that, you have a few options of transport available:

Super Shuttle



Shared ride service - For more information and to book a ride access: www.supershuttle.co.nz

The prices varies according to the destination, you can find the right one for you on their website.

Taxi

A few taxi companies have cars parked just outside the airport. The prices varies according to the company and destination.

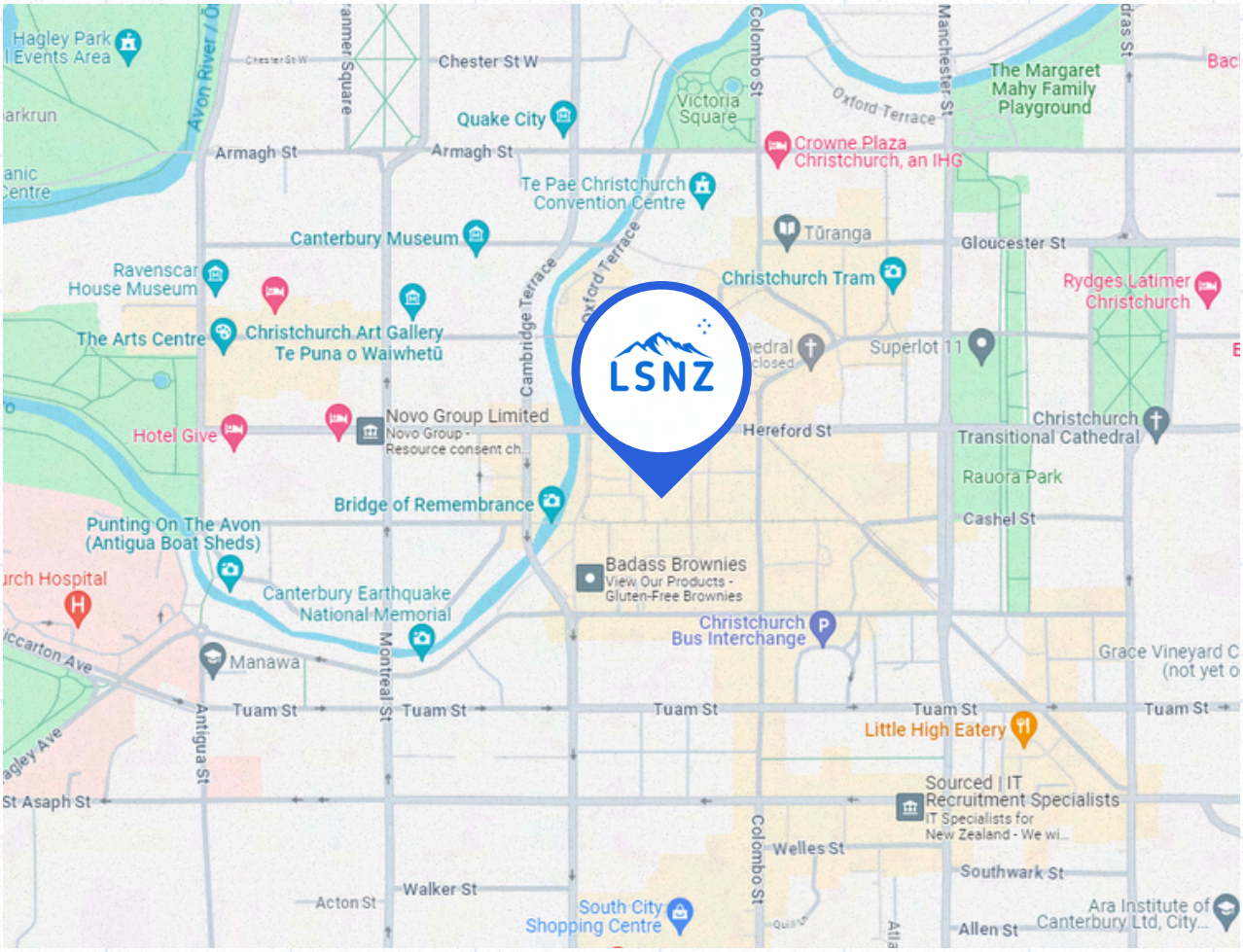


Private transfer

Meet and Greet at Queenstown Airport, organized by the school. Someone will be waiting for you and holding a sign with your name at the airport and will drive you to either Student Accommodation or your Homestay. The price for this service is NZD $ 95 each way.

Location

Christchurch Campus



Level 1, 99 Cashel Street, Christchurch, New Zealand
enrol@lsnz.co.nz
+64 21 289 6625

Transport

Christchurch Campus

After landing at Christchurch Airport, you will need to head to your accommodation and for that, you have a few transport options available:

Public Transport



Bus 8, 29, 3 - Airport to city
Bus 125 - Airport to Northern suburbs such as Bishopdale, Papanui, Redwood, etc.
Departs every 30 min from the nearest Bus Stop.

Details on public transport from the airport:
https://www.christchurchairport.co.nz/travellers/parking-and-transport/public-transport/

The bus fare is $3 per ride if you pay by Metro Card or $4 by cash (hold onto the paper ticket, as that gives you one free transfer to another bus service within 2 hours of the timestamp on the ticket) and only $1.50 if you are aged 19 - 24. Metrocard is available at the bus interchange at the city centre, 2 minutes walk from LSNZ Christchurch!

You can plan your journey on:
https://go.metroinfo.co.nz/mtbp/en-gb/journey-planner

The standard cost of a Metro Card is $5. To activate, at least $5 needs to be loaded onto your Metro Card.

More information available on:
https://www.metroinfo.co.nz/metrocard/where-to-buy/

Transport

Christchurch Campus

After landing at Christchurch Airport, you will need to head to your accommodation and for that, you have a few transport options available:

Super Shuttle

Shared ride service - For more information and to book a ride access: www.supershuttle.co.nz

The price varies according to the destination, you can find the right one for you on their website.





Taxi

A few taxi companies have cars parked just outside the airport. The prices vary according to the company and destination.

Private transfer

Meet and Greet at Christchurch Airport, organized by the school. Someone will be waiting for you and holding a sign with your name at the airport and will drive you to either Student Accommodation or your Homestay. The price for this service is NZD $ 100 each way.

What to expect and how to prepare for your trip to New Zealand

New Zealand is like a nature lover's dream come true! Imagine beautiful lakes, sandy beaches, mountains, and stunning fiords. It's a paradise for people who love nature and adventure.

Have you heard of Milford Sound, Lake Tekapo or the Mt Cook National Park? With the unique Māori culture, friendly locals, safe streets and spectacular wildlife like the famous kiwi bird, penguins, and seals, you'll love the magic of New Zealand's South Island, especially our campuses in Queenstown and Christchurch.

Getting organized

Travelling is all about planning. Planning ahead, allowing yourself enough time and being organized to avoid problems like visa issues, high bank fees or administrative issues. Did you know that some online banks now have low fees when you use your card abroad? Luckily, New Zealand is a very developed and safe country to travel to. Taking the bus or opening a bank account is very easy.

Don't forget to...

Create folders with the important documents, diplomas, and insurance papers that you are going to bring with you and scan them. Email them to yourself and someone reliable and store them in the cloud. Have the most important ones certified and translated into English if necessary. Renew everything that has an expiration date such as your international driver’s license, your passport, or your medicine. Get travel insurance that will cover you throughout your entire trip. This is compulsory.

Getting adjusted

You may become homesick when you arrive. New Zealand’s culture, habits, and traditions may be a challenge at first. You will miss out on important events back home, friends will come and go. Travelling is a cycle; you will be missed, you will explore wonderful places but you will go home, sooner or later. Understand this, and you are ready. You can now come and enjoy the experience.

Checklist

When entering New Zealand:

- [x] Passport
- [x] Visa* (printed eVisa)
- [x] Offer of Place
- [x] Letter of Acceptance from the school

First day of school:

- [x] Passport
- [x] Visa*
- [x] Travel Insurance in English

Don’t forget:

- [x] NZ power adaptor
- [x] Credit or Debit cards
- [x] Cash in NZ dollars for your first week here
- [x] Copies of your passport
- [x] Sunglasses and sunscreen
- [x] Cell phone

*** Apart from Visitor Permit from visa-free countries**



Public Trust

Public Trust is a Fee Protection service used to protect the money paid by you to your education provider. If your educational providers are unable to complete delivery of the course due to closure, insolvency, or other issues, you can receive a full or partial refund of your fees through the public trust.

How the Fee protection works for international students:

You will need to pay your course fees before arriving in New Zealand/ before starting the course, and you will have to sign the public trust acknowledgement form once you arrive. Payments should be deposited to the Public Trust account number, which is mentioned in the invoice.

The Process:

- The provider establishes your student fee trust account with Public Trust as part of their enrolment process.
- Once you deposit your fees into the Public Trust bank account, using details given to you by LSNZ, Public Trust establishes a Student Fee Trust Account in your name.
- LSNZ will email you an acknowledgement form as part of your enrollment. This form defines the conditions of the trust account.
- Sign the acknowledgement form and return it to LSNZ. LSNZ will then forward it to Public Trust.
- After you start the course, Public Trust makes payments to LSNZ over the duration of your course, which is in line with NZQA's Student Fee Protection Rules and the Education and Training Act.

More details:
https://www.publictrust.co.nz/student-fee-protection/for-students/

Compliance

Terms & Conditions:

- All students with attendance above 80% receive a certificate upon completion of their course.
- Immigration New Zealand requires that students on a student visa must comply with New Zealand law and attend 100% of their classes.
- Minimum age of enrolment is usually 16 years of age. At certain times of the year and at the discretion of management, students from 14 years are accepted. All junior students must abide by all rules imposed by our school and the Code of Practice.
- Max class size 18* from time to time we may need to increase the class size to 19 or 20. This is for emergencies only.
- I authorise LSNZ to discuss my student visa application with Immigration New Zealand to obtain information regarding the processing of the visa application and the decision on the application.
- LSNZ may pass some student information to the NZ Minister of Education for statistical purposes
- Please note that English language courses offered by LSNZ are not currently recorded on the New Zealand Record of Achievement (NZROA).

More details:
https://www.lsnz.co.nz/terms-and-conditions

CODE OF PRACTICE AND PASTORAL CARE

As an education provider, LSNZ is responsible for the well-being and security of our students. The Education (Pastoral Care of International Students) Code of Practice was created by the New Zealand government as a set of conditions to make sure that all international students are well-informed, safe and properly cared for.

CODE OF PRACTICE

What is the Code of Practice? It's a document that details the legal requirements that all New Zealand schools catering for international students must comply with.

The Code ensures that international students:
Are recruited ethically and responsibly;
Receive information that's comprehensive, accurate and up-to-date;
Are informed before entering into any commitments
Under 18 are in safe accommodation
Have access to fair and equitable procedures to resolve grievances

You can find the complete pdf on NZQA:
https://www.nzqa.govt.nz/providers-partners/tertiary-and-international-learners-code/

HOW TO MAKE A COMPLAINT

If you have a complaint about LSNZ compliance with the Code of Practice, you or your parents can, at any time, make a complaint through a formal process in writing to the School Manager. The Manager will take steps to ensure that the grievance is settled and can be contacted at manager@lsnz.co.nz Queenstown and Christchurch.

The student complaint form can be found here:
https://www.nzqa.govt.nz/assets/Providers-and-partners/Code-of-Practice/formal-complaint-form.pdf

CODE OF PRACTICE AND PASTORAL CARE

CLASS ATTENDANCE

Keep in mind that you are expected to attend all classes. If your attendance is lower than 80% you will not be given a graduation certificate at the end of your course. LSNZ records your attendance daily and maintains an accurate record for NZ Immigration purposes. NZ Immigration requires all students studying on a "Student Visa" to maintain a 100% attendance record while studying at LSNZ. If you can't come to school, please email academic@lsnz.co.nz (Queenstown) and dos@lsnz.co.nz (Christchurch).

HEALTH AND TRAVEL INSURANCE

All international students must have appropriate medical and travel insurance while in New Zealand. Their insurance must cover the student's travel to and from New Zealand as well as while in New Zealand. It must also cover medical care in New Zealand, repatriation or expatriation of the student as a result of serious illness or injury, as well as the death of the student. If you need help to purchase appropriate insurance, please talk to our staff at admissions@lsnz.co.nz (Queenstown) and enrol@lsnz.co.nz (Christchurch).





Student House

Queenstown Campus

LSNZ Student Houses are offered to our students who prefer independent living. This is a great place to make friends from all around the world, continue your English practice and enjoy your life in New Zealand.

When you are taken to the accommodation you will receive your keys, a set of sheets, pillowcases, a duvet and a pillow for your bed.
The houses are only for students over the age of 18.
Please follow the accommodation rules.

The kitchen/dining area offers all modern facilities for the students to use, such as a fridge/freezer, dishwasher, microwave cooker and dining table, where up to 10 students can all enjoy a meal together. Laundry facilities are also provided with a washing machine and a tumbler dryer.

In the summer, the students can use the garden and BBQ provided on the deck and enjoy the spectacular view from the balcony. Don't miss this amazing opportunity to make friends and improve your English.





Check-in: 2 pm
Check out: 10 am





Student House

Christchurch Campus

We offer cosy and convenient accommodation at our lodge in Christchurch City Centre, just a few minutes from the campus. It's an excellent opportunity to embrace the city lifestyle and enhance your English skills with fellow students.

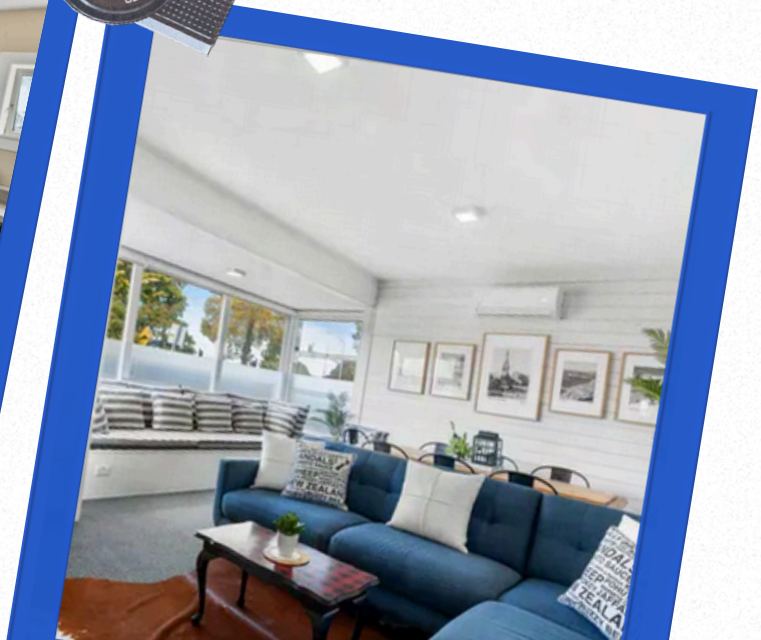
Accommodation options include a dormitory (Christchurch only), double rooms (Christchurch only), shared twin rooms, and single rooms.
The houses are only for students over the age of 18.

There is a kitchen/dining area available for students on each floor, fridge/freezer, dishwasher, microwave and dining table. Laundry facilities are also provided with a washing machine and a tumbler dryer.

The outdoor area is amazing for BBQ in the summer, gardening, or simply enjoying a good chat with other students to share experiences. It's your chance to have a wonderful stay and bring unforgettable memories home.

Check-in: 2 pm
Check out: 10 am









Homestay

Queenstown and Christchurch

A homestay experience is a great way to connect with the local community and practice your English. Homestay families like to get to know you, your country and your culture, so please talk to your family as much as possible. Please follow the family's rules and ask your family if you are unsure about something. Here are some standard family rules:



- Do NOT smoke or vape inside the house.
- Speak English with your family.
- Please limit your shower time to 5-10 minutes.
- Keep your room clean and tidy.
- Call or text if you will be home late.
- Turn off your heater when you are not in the room.

They offer you a private bedroom, two meals a day Monday to Friday and all meals at the weekend, access to shared TV and laundry. All of our homestay families are inspected by our Accommodation Coordinator. All families live within a short walk of a bus stop.



Explore South Island



LSNZ Queenstown
Email: admissions@lsnz.co.nz

LSNZ Christchurch
Email: enrol@lsnz.co.nz

www.lsnz.co.nz

LSNZ has agreed to observe and be bound by the Code of Practice for the Pastoral Care of International Students published by the New Zealand Qualifications Authority.