



Student Handbook

Name:



Updated February 2019

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More information for students is on The Campbell Institute website – www.campbell.ac.nz

Welcome

Welcome to Auckland and The Campbell Institute. We are delighted that you have chosen to study with us and we hope that you enjoy your time here.

Please do not hesitate to talk to any of the staff if you have any questions or concerns.

Good luck with your English study!

Auckland Staff

Natalie Chambers – Campus Director

Aubrey Welsh – Director of Studies

Jeannine Boutin Flegel – Student Support and Administration Officer

Penny Civil – Demi Au Pair Coordinator

School information

The Campbell Institute Auckland

Level 1,

3 Broadway,

Newmarket,

Auckland 1023

Ph: +64 9 534 4292

NZ = 64

Email: auckland@campbell.ac.nz

Auckland = 09

NZ Emergency Number

111 – Fire service, Police, Ambulance

The police in New Zealand are safe and trustworthy. In an emergency, please call them.

The Campbell Institute 24 Hour Emergency Number

021 127 9098

Please call this number to inform The Campbell Institute of your emergency. If you need the fire service, police or ambulance, **ALWAYS** call 111 first.

Auckland Police – non emergencies

The nearest police station to The Campbell Institute is:

Newmarket Police Station

58 Remuera Road, Remuera

Ph: (09) 529 5647

When you call the police you may be able to ask to speak to someone in your native language. Please ask when you call.

Doctors

We can recommend the following clinics:

Newmarket Medical Centre – 197 Broadway, Newmarket, Auckland 1023

(09) 520 1050

Auckland Family Medical Centre – 94 Remuera Road, Remuera, Auckland 1050

(09) 524 6249 – Mandarin speaking doctor available

OneHealth Accident & Medical Care – 122 Remuera Rd, Remuera, Auckland 1050

(09) 522 2800 – open 7 days a week

You will need to make an appointment to see a doctor. Most are closed on the weekends.

If you cannot wait for an appointment you can go to:

Ascot Accident and Medical Clinic (24 Hours) – 90 Green Lane East, Remuera, Auckland 1051
(09) 520 9555

They are open 24 hours, 7 days per week.

You will need to pay for your visit to the doctor after the appointment. Please keep your receipt as your insurance company will pay the money back to you. If you have purchased Medical insurance from The Campbell Institute, we can assist you in making a claim.

Sexual Health Issues

You can contact Greenlane Clinical Centre for confidential advice and help on sexual health including contraception, pregnancy, and Sexually Transmitted Diseases:

| | |
|---|---|
| Central Auckland Sexual Health Clinic | Open Hours (appointment needed): |
| Building 7, Floor 3, (Entry via Building 4) | Monday 9:00am – 5:00pm |
| Greenlane Clinical Centre | Tuesday 12:30pm – 8:00 pm |
| Greenlane West, Auckland | Wednesday 9:00am – 12:00pm |
| Phone: 0800 739432 | Thursday - Friday 9:00am – 5:00pm |

Emergency Procedures for Students

In any unforeseen event or emergency where The Campbell Institute is closed, please monitor The Campbell Institute Facebook page for updates: www.facebook.com/TheCampbellInstitute

Accident

If you or somebody you know has a serious accident, you should do the following:

1. Call emergency services: 111. Tell them **your location**.
2. Contact The Campbell Institute on the emergency phone (021 127 9098 – available 24 hours, 7 days)
3. Contact your parents. If you cannot contact your parents, The Campbell Institute will do this for you.

Fire

At School:

1. Leave the building as quickly and as calmly as possible. **DO NOT** try to take your bag or other things with you.
2. **DO NOT USE** the lifts to evacuate, evacuate the building using the nearest safe fire exit.
3. Meet in the carpark outside the building (the carpark at the nearest safe fire exit).
4. Check your name with your teacher.
5. **DO NOT RE-ENTER** the building until the Fire Service has given the “All Clear”.
6. **DO NOT GO HOME** until your name has been checked by your teacher.

At home:

1. If it is safe, call the Fire Service – **dial 111**. The first question you will need to answer is YOUR LOCATION.
2. Make sure that other people in the house are awake, and check to see if they need help.
3. **DO NOT USE** water extinguishers or fire hoses on fires involving electrical equipment.
4. Leave the house as quickly and as calmly as possible. **DO NOT** try to take things with you.
5. Wait outside until emergency services arrive.

Earthquake**Inside:**

1. Move no more than a few steps, **Drop, Cover and Hold**. **Drop** to the floor, seek **cover** under furniture or close to a wall and protect your neck and head.
2. Stay indoors till the shaking stops and you are sure it is safe to exit.
3. If you are at school, the earthquake assembly point is outside adjacent buildings in Broadway.
4. **DO NOT USE** the lifts to evacuate.
5. Check your name with your teacher.
6. **DO NOT GO HOME** until your name has been checked by your teacher.

Outside:

1. If possible, move away from buildings, trees, streetlights, and power lines, then **Drop, Cover and Hold**.
2. If you are at the beach or near the coast, drop cover and hold, then when the shaking stops, move to higher ground immediately in case a tsunami follows the quake.

Crime or Violence

1. In a violent situation, the most important thing is to remove yourself from danger as quickly as possible.
2. Call the Police – call 111
3. Contact The Campbell Institute on the emergency phone (021 127 9098 – available 24 hours, 7 days)

Serious Illness

1. In an emergency, call **111** for an ambulance.
 2. Contact The Campbell Institute (021 127 9098) as soon as possible.
 3. Contact your parents or family. If you cannot contact your family, The Campbell Institute will do this for you.
- If you are not sure if your illness is serious and you cannot get to a doctor, you can call Health Line for FREE ADVICE on **0800 611 116**. This service is available 24 hours, 7 days a week.
 - If you or your friend is sick and you don't know what to do, you should contact The Campbell Institute immediately.
 - If you need to see a doctor after normal work hours or during the weekend, but if it is **not** an emergency you should go to:

Ascot Accident and Medical Clinic (24 Hours)
90 Green Lane East,
Remuera 1051
(09) 520 9555

Legal Information and Advice for Students

If you have any questions or need help, please contact the Student Services Team (Natalie and Jeannine). If you would like information on cultural or community support (including contact details for government agencies and embassies), the Student Services Team can help you to contact them.

Natalie Chambers natalie.chambers@campbell.ac.nz

Jeannine Boutin Flegel jeannine.boutinflegel@campbell.ac.nz

New Zealand Law

Students must abide by the laws of New Zealand. If a student gets involved in any criminal activity, enrolment at The Campbell Institute will be terminated immediately, and the New Zealand Immigration Service will be notified to cancel the student visa if applicable.

Alcohol and drugs

- It is illegal to purchase or use drugs in New Zealand.
- If you are under 18 years old, it is illegal to buy or drink alcohol.
- If you are over 18 you must have a photo ID (passport or New Zealand driver's license) to purchase alcohol.
- It is illegal to buy alcohol for somebody who is under 18.

Cigarettes and Smoking

- You are not allowed to smoke inside or outside in The Campbell Institute carpark, or in front of the school.
- If you are under 18 years old, it is illegal to buy cigarettes.
- If you are over 18 years old, you must have photo ID (passport or New Zealand driver's license) to purchase cigarettes.
- Smoking is not allowed in most indoor places, including public buildings, restaurants, bars, and offices.

Age of Consent

In New Zealand it is illegal to have sex with any person under the age of sixteen.

Driving and Car Insurance

- It is illegal to drive without a correct driver's license. If you have an overseas driver's license, you must carry an official translation, or after 1 year, apply for a New Zealand driver's license.
- To learn to drive you must be at least 16 years old.

- Car insurance is not compulsory by law in NZ; however, it is STRONGLY recommended that students have car insurance if they drive a car. Only drive a friend's car if you have car insurance.
- If you are involved in an accident, and you have no insurance, you may need to pay for all the damage.

Contracts

- In many situations in NZ, you are required to sign a contract. This includes when you rent a house or bedroom (a tenancy agreement), or when you establish an account with a company or bank. If you are asked to sign a contract, you should always ask someone to check it for you first. If there is anything in the contract you do not understand, you should check it first. The Student Services Team are happy to help you check any contract before signing it.
- When you are renting, you are mostly required to pay a bond. This money must be deposited with Tenancy Services and not to other tenants. Renting in New Zealand is different from many other countries, so it is a good idea to talk with us if you are unsure. You can also find out more information about renting in New Zealand at www.cab.org.nz
- If you sign a contract you must follow the conditions. New Zealand legal assistance can be very expensive, but in most situations, a problem can be solved through negotiation before a lawyer is necessary.

Working in New Zealand

- Visa permitting, students may be able to work while studying. Some students on a student visa are allowed to work up to 20 hours per week.
- The minimum wage in New Zealand is \$16.50 per hour – this means employers must pay this or more by law.
- It is important that students are aware of their work rights before signing a work contract.
- We can also help with any questions related to working in New Zealand. Citizens Advice Bureau can also help.

Rules and Regulations for The Campbell Institute

1. Validity of Documentation

Enrolment is conditional on the validity of documentation supplied by applicants at time of application/enrolment. If at any time before or after enrolment, documentation is found to be invalid, enrolment will be cancelled, and the student will not receive a refund.

2. Attendance

Students are required to attend ALL programmed tuition hours. Failure to meet attendance requirements may result in expulsion from The Campbell Institute and cancellation of student visa. Immigration NZ expects that all students who are studying on a student visa maintain a minimum 90% attendance rate.

Students are required to arrive for class on time.

Absence from class may be excused for the following:

1. Medical reasons (if a medical certificate is presented) following a visit to a GP/hospital
2. Bereavement
3. Other major trauma

3. Holidays

Students are usually able to take a 1 week holiday for every 12 weeks of tuition, if their attendance is over 90%, and depending on the visa. Students who want to take a holiday during their course must apply for a holiday 2 weeks in advance by completing a Holiday Request form (from reception). No flights should be booked until the holiday has been approved by the Campus Manager.

4. Drug and Alcohol Use

Intoxication

If a student attends class under the influence of alcohol or drugs, tuition will be immediately suspended, and the student may be expelled, in which case the New Zealand Immigration Service will be notified to cancel the student's visa if applicable.

5. Code of Conduct

The Campbell Institute expects high standards of professionalism and behaviour from both staff and students. The Campbell Institute has a culture of inclusion and expects students to respect all other students and staff of all cultures, religions, ethnicities, genders, ages, and backgrounds. Bullying or harassment of any kind will not be tolerated.

Smoking

The Campbell Institute has a **no smoking policy indoors and in the car park/ outside area surrounding the school.**

Noise

The Campbell Institute undertakes to respect the requirements of its neighbours for peace and quiet. Students and staff must always act responsibly.

Use of Computers

Internet access is provided to students free of charge. **Please do not download games, movies or music.** Wireless connection is available but students must comply with specific policies developed from time to time in relation to use of The Institute's computer suite, including access to the Internet.

Recycling

At The Campbell Institute, we believe recycling is very important. All rubbish bins are labelled – please make sure you put the correct type of rubbish in each bin.

6. Insurance

As part of the enrolment process, each student is required by law to purchase medical and travel insurance. This must provide cover from the time the student leaves their home country until the end of their studies in New Zealand. The Campbell Institute will keep a record of each student's policy and the type of cover provided.

Insurance may be purchased directly, or via The Campbell Institute at time of enrolment. The Student Services team will assist students to make an insurance claim if they have school medical insurance.

Please note that if you have purchased your own insurance you must provide a certificate of cover at the time of enrolment.

If you purchase an insurance policy that does not meet the Code standards, you will be required to purchase another appropriate insurance policy before you can enrol.

Students acknowledge that The Campbell Institute may, from time to time, amend or add to these rules in the interest of The Institute and the student, and the student is bound by such amendments, once appropriate notification has been made.

7. Visa Requirements

It is the student's responsibility to ensure that they are on a valid visa while studying at The Campbell Institute. Student visa holders must study full time and may be able to work **20 hours a week only**, depending on the conditions of the visa. The Student Services Team can help students to apply for a new visa.

8. Textbooks

All students are invoiced \$100 including GST to cover a "materials fee". This is in the original invoice. This is non-refundable. There is no exception to this.

The textbook provided to the student may or may not be new, but will be in good condition when the student receives the book. This can be exchanged for another textbook if/when the student moves to a new class level. Books can only be exchanged if they are returned in good condition – i.e. not written in or damaged. A student can elect to keep their original book and pay another \$100 for another new textbook at their next class level.

When a student finishes their study with us they are entitled to take whatever book they hold with them when they leave. If a student loses or returns a book in a damaged condition, they will be required to pay a further \$100 for another textbook.

9. Disciplinary Process

Non-compliance with the Rules and Regulations and other conditions as contained in the Conditions of Enrolment by the student will result in the following:

1. The student will receive a first written warning.
2. If there is no immediate satisfactory improvement, the student will receive a second written warning.
3. If there is still no immediate improvement, the student will receive a third and final written warning.
4. Following the issue of the Final Warning, if no improvement is made the student's enrolment will be terminated, and Immigration NZ may be notified, if applicable. The student will not be entitled to a refund.
5. In the event of serious misconduct, The Institute reserves the right to immediately terminate a student's enrolment.
6. Termination of Enrolment may be carried out for reasons including but not limited to:
 - Significant non-attendance
 - Behavioural misconduct
 - Plagiarism or cheating
 - Substance abuse

10. Complaints Procedures – Wellington & Auckland

1. All complaints should in the first instance be addressed through internal complaints procedures as outlined below. All complaints will be treated confidentially.
2. A student with a complaint that concerns a particular staff member should in the first instance discuss the issue with that staff member if possible. An appointment should be made with the staff member to discuss the issue at an appropriate time. Staff should ensure that they document any conversations in sight of the student and store these confidentially in the student's file.
3. If the student is unable to, or feels uncomfortable addressing the staff member concerned, the student may approach the School Manager or Director of Studies.
4. If the complaint is concerned about sexual harassment, the student should approach any member of staff that the student feels comfortable approaching. Members of staff who are untrained are required to refer the complaint to someone who is trained in the area of sexual harassment.
5. In all cases, the student may make an oral complaint initially. If the member of staff approached feels that the complaint is of a particularly serious nature, the student will be advised to submit the complaint in written form to the School Manager or Director of Studies. If required, the student may request the aid of a translator.
6. Oral complaints will be dealt with immediately or as soon as practicable. Written complaints will normally be dealt with within two weeks of submission, or sooner depending on the nature of the complaint.
7. If a student feels that a complaint has not been satisfactorily dealt with by the Institute, he or she may submit their complaint in writing to an external authority, such as:

New Zealand Qualifications Authority (NZQA)

| | |
|-----------------------|--|
| Email | gadrisk@nzqa.govt.nz |
| Telephone | 0800 697 296 |
| Fax | +64 4 802 3112 |
| Postal address | PO Box 160, Wellington, New Zealand |

Our school is a member of English New Zealand. If you have a complaint we haven't been able to resolve, you may wish to write to our professional body and ask for assistance.

English New Zealand

| | |
|-----------------------|--|
| Email | admin@englishnewzealand.co.nz |
| Telephone | +64 3 386 1222 |
| Postal address | PO Box 35283, Christchurch 8640 |

Education (Pastoral Care of International Students) Code of Practice 2016

Introduction

When students from other countries come to study in New Zealand, it is important that those students are well informed, safe, and properly cared for.

New Zealand education providers have an important responsibility for international students' welfare.

What is the Code?

The Code is a document that provides a framework for service delivery by education providers and their agents to international students. The Code sets out the minimum standards of advice and care that are expected of education providers with respect to international students. The Code applies to pastoral care and provision of information only, and not to academic standards.

Who does the Code apply to?

The Code applies to all education providers in New Zealand with International Students enrolled. The Code is mandatory to these providers and must be signed by them.

What is an "international student"?

An "International Student" is defined as a student studying in New Zealand who is not a New Zealand citizen, Permanent Resident or Resident.

How can I get a copy of the Code?

You can request a copy of the Code from your New Zealand education provider. The Code is also available online from <http://www.education.govt.nz/ministry-of-education/legislation/regulations-to-support-international-students/>

How do I know if an education provider has signed the Code?

The New Zealand Ministry of Education maintains a register of all signatories to the Code. This is available online from www.education.govt.nz If the education provider that you are seeking to enrol with is not a signatory to the Code, you will not be granted a permit from the New Zealand Immigration Service and you will not be able to study at that institution.

What do I do if something goes wrong?

If you have concerns about your treatment by your education provider or by an agent of the provider, the first thing you must do is contact the School Manager, the Director of Studies, or another person who has been identified to you as someone that you can approach about complaints at your institution. The Code requires all institutions to have fair and equitable internal grievance procedures for students and you need to go through these internal processes before you can take the complaint any further.

If your concerns are not resolved by the internal grievance procedures, you can contact NZQA, a government organisation. They can provide an independent assessment of your complaint and will either investigate your concerns or advise you what you can do next.

You can submit your complaint query on the NZQA website, or send an email to qadrisk@nzqa.govt.nz

If you need more information on the complaints process, contact NZQA on 0800 697 296. Another useful website is to help you with this process is: <http://www.istudent.org.nz/>

Summary of the Education (Pastoral Care of International Students) Code of Practice 2016

The Code sets standards for education providers to ensure that:

- High professional standards are maintained
- The recruitment of international students is undertaken in an ethical and responsible manner
- Information supplied to international students is comprehensive, accurate, and up-to-date
- Students are provided with information prior to entering into any commitments
- Contractual dealings with international students are conducted in an ethical and responsible manner
- The particular needs of international students are recognised
- International students are in safe accommodation
- All providers have fair and equitable internal procedures for the resolution of international student grievances

Full details of what is covered can be found in the Code itself.

Withdrawal and Refund Policies and Procedures

1. Withdrawal and Refund Regulations

Please note that all refunds will be in New Zealand dollars and will not take into account any fluctuations in currency exchange rate between the time of enrolment and the time of refund.

1.1 Withdrawals

Withdrawal from a programme is when a student withdraws before or after commencing studies.

| Programme | Full Refund of all fees | School/College to retain 25% of tuition and course related fees paid | No Refund |
|---|--|---|---|
| For programmes 3 months or longer in duration | Notice received by the School/College 21 working days or more prior to the course commencement | Notice received by the School/College up to the end of the 10th working day following course commencement | Notice received by the School/College on or from the 11th working day following course commencement |
| For programmes less than 3 months in duration | Notice received by the School/College 6 working days or more prior to the course commencement | Notice received by the School/College up to the end of the 5th working day following course commencement | Notice received by the School/College on or from the 6th working day following course commencement |
| Notes: | | | |
| <ul style="list-style-type: none"> Commencement of the course is inclusive of orientation days, at which attendance is required. The Education Act 1989 provides for minimum refund thresholds in certain circumstances. As at December 2018, the refunds payable according to the table above fell within the thresholds determined by the Education Act 1989. If the minimum refund thresholds in the Education Act 1989 are adjusted downwards, the table above will be deemed to be adjusted downwards in order that the School/College's refund policy continues to comply with the relevant thresholds. | | | |

Cancellation of Private Tuition class by a student:

If The Campbell Institute is informed of a class cancellation (for any reason) 24 hours prior to scheduled class time, the student will not be charged for the cancelled class and is able to reschedule. However, if the student does not inform The Campbell Institute, there is no entitlement for a refund.

1.2 Expulsions

In the case of a student's expulsion from The Campbell Institute, there will be no refund of tuition fees.

1.3 Homestay Fees and Accommodation Management Fees

Homestay fees are fully refundable provided 2 weeks' notice is given to homestay provider, or 2 weeks of homestay fees is forfeited. Accommodation Placement fees are non-refundable.

2. Withdrawal and Refund Procedures

In order to claim a refund, an Application for a Refund of Tuition Fees must be made in writing to the Institute within the standard time frame. The application will be considered by the Board of Directors.

Withdrawal and Refund forms are made available to students on request.

The Institute will consider the following factors when granting a refund:

1. The circumstances and reasons for withdrawal.
2. The costs already incurred by the school, including teachers' salaries, resources committed to the delivery of the course, and administrative costs.

Homestay in New Zealand

Welcome to New Zealand!

Living in a New Zealand home may be very different to your home country, food and family. Please remember that you are living in someone's home. It is not a hotel so you must treat the family and the house with respect.

Every home is different. Below are some guidelines to help you settle in. It is important that you communicate with your homestay. If you don't understand something they say or how to do something, please ask your homestay to explain.

- It is important to let your homestay know where you are going and what time you will be home. Please call your homestay if you are coming home late, so they do not worry about you.
- Please give your homestay your mobile number.
- Food: The food will be different to your home country. Please be prepared to try some new food. If you do not like something you do not have to eat it, but please be polite. An example of traditional New Zealand food is:
 - **Breakfast:** Cereal, toast and jam, tea or coffee
 - **Lunch:** Sandwiches, snacks or fruit
 - **Dinner:** Meat (chicken, fish or red meat) and vegetables (peas, beans, potatoes)

Your homestay will make dinner but it may be "help yourself" at breakfast time. Please ask your homestay what to do for these meals and which food you can have for snacks.

- Please tell your homestay if you have an allergy to any food items.
- If you are not coming home for dinner you must text or call your homestay before 3pm to let them know. If you would like them to keep your dinner for you to eat when you get home please ask.
- You will be expected to make your bed and keep your room tidy. It would also be polite to help out with some small household chores such as drying the dishes or setting the table.
- You should have a heater in your room; this must be turned off when you leave the room and when you go to bed. DO NOT HAVE IT GOING ALL NIGHT as the power usage is too high. Do not have the window open and the heater going at the same time.
- You may have an electric blanket on your bed. This must be turned off when you get into bed as if it is slept on it may cause a fire. If you are cold during the night please ask your homestay for an extra blanket. In New Zealand your homestay family may go to bed around 9.30 or 10pm. If you wish to stay up later than this please ensure you do not make any noise.
- Please ask before borrowing anything in the house. If you break any household item you will be required to replace it.
- Showers: Most NZ houses have a water tank which heats the water once during the day. If you have a long shower you may use up a lot of hot water and the next person is forced to have a cold shower. Please restrict your shower time to 7-10 minutes.
- You will need to supply your own toiletries (shampoo, conditioner, toothpaste).
- Please ask your homestay host where to put your dirty washing. To wash your own clothes ask your

homestay where to do this and how to use the machine. In NZ we hang the washing outside to dry even in winter – DO NOT HANG WET WASHING IN YOUR ROOM OR WARDROBE as this can damage the walls.

- Before asking your friends to come over please ask your homestay.
- You do not have to pay for internet access in your homestay. The school has free internet access and you are welcome to bring your laptop to school to access our network.
- Please ask when is a good time to use the house phone. You will have to pay for any international call you make and also any calls you make to a mobile phone. We recommend that you get an international calling card to make calls as this is much cheaper for you.
- NO SMOKING inside the homestay house. They might be happy for you to smoke outside so please ask your homestay what to do with your cigarette butts – do not put them on the lawn or in the garden – only if you are over 18 years old.
- Please do not bring alcohol into the homestay without their permission and only if you are over 18 years old.
- Your homestay host is not your teacher; it cannot be expected that they give you “English Lessons”.
- If you wish to move out of your homestay please talk to The Campbell Institute as soon as possible. You are required to give the homestay hosts 2 weeks’ notice.
- **PLEASE and THANK YOU are important words in the English language**

Questions to Ask Your Homestay Host

Below are some questions that you can go through with your homestay to help you feel part of their home. You do not have to ask all of the questions.

1. What do I call you?
2. What is the procedure about dirty clothes? Where do I keep them until wash days?
3. Where should I dry any clothes I wash?
4. What is the procedure about ironing clothes?
5. May I use the iron, washing machine, sewing machine etc.?
6. Where can I keep my bathroom toilet accessories?
7. When is the best time for me to use the bathroom on weekday mornings?
8. When is the best time for me to have a shower a.m. or p.m.? How long may I stay in the shower?
9. May I use the bathroom toiletries (shampoo, toothpaste)?
10. What time are meals?
11. What would you like me to do at mealtimes? For example:
 - (a) Set the table
 - (b) Clear the table
 - (c) Wash up
 - (d) Put everything away after a meal
 - (e) Dry up
 - (f) Empty the rubbish bin etc.
12. May I help myself to food and drink (non-alcoholic) at any time or must I ask first? - (Promise to do this in moderation if acceptable)
15. What areas of the home are strictly private e.g. parents' bedroom, study, sewing room, pantry?
16. May I put pictures, posters etc. on walls in my bedroom?
17. May I rearrange my bedroom?
18. What are your rules about smoking?
19. Where can I store my suitcases?
20. What time must I get up weekday mornings?
21. What time must I get up on weekends and holidays?
22. What time must I go to bed and turn the lights out on weekdays and weekends?
23. Do I have to ask if I go out? (Exceptions by special arrangement?)
24. Can I have friends to stay overnight?
25. Can I invite friends around in the day? (Not opposite sex if parents not there).
26. What are the rules about using the telephone including overseas calls?
27. What are the rules about sending and receiving emails and using the Internet?
28. May my friends phone me?
29. What is the address for incoming mail?
30. How do I get around? E.g. is there a bus route?
31. May I play the stereo, television etc.?
32. Do you expect me to telephone if I am going to be 10, 20 or 30 minutes late?
 - (a) from school

(b) from any other outing

33. What arrangements are there for making lunch at the weekends?
34. If I have any problems, who would you like me to go to?
35. Is there anything else you would like me to know?

The Campbell Institute

Auckland Campus
3 Broadway
Newmarket
Auckland 1023

Phone: +64 9 534 4292

www.campbell.ac.nz
auckland@campbell.ac.nz