

## CONDITIONS OF ENROLMENT

### 1. Courses

- 1.1. Enrolment is subject to the following conditions and becomes a legal contract on acceptance of a course by a student with Southern Lakes English College (SLEC).
- 1.2. SLEC reserves the right to change course arrangements without prior notice.
- 1.3. SLEC reserves the right to deny a student enrolment without explanation at the discretion of the director.
- 1.4. Students are required to declare any medical or learning needs on application.

### 2. Payment of Fees

- 2.1. You must pay in full four weeks prior to the period of study you request on the Application for Enrolment.
- 2.2. Tuition fees are non-transferable.
- 2.3. Pre-paid full-time study cannot be changed to part time study.
- 2.4. In the event of late arrival, absence or early departure from a course, no refund of fees or free extension of the course is guaranteed.
- 2.5. Fees, once paid, cannot be refunded except as described below.

### 3. Cancellations and Refunds

- 3.1. A course is defined by the number of weeks paid for and does not include any bonus or scholarships that may have been offered. Before commencement of the course: SLEC will refund all tuition fees, less \$500 or 10% of fees, whichever is the lesser.
- 3.2. After commencement of your course: SLEC will refund the following: 1-5 week courses: 50% of tuition fees for cancellation in the first two days. 6-12 week courses: 75% of tuition fees for cancellation in the first five days. 13+ week courses: Refund all tuition fees, less a deduction for costs incurred, up to 25% of the total fee paid, for cancellation in the first ten working days of the course.
- 3.3. Following these periods, SLEC may refund any unused portion of your homestay fees, see conditions below. No other fees can be refunded.
- 3.4. All cancellations and applications for a refund must be received in writing. Before making a refund, we will require evidence that you have changed your visa status or returned to your home country. You must

return your original "Offer of Place" and Receipt of Fees before we refund your fees. When the refund is made, SLEC will advise New Zealand Immigration Services (NZIS) that the "Offer of Place" has been cancelled.

- 3.5. If Southern Lakes English College has to cancel a course, the College will refund the unused weeks of tuition.
- 3.6. Refunds are sent to the payment source (usually agent/retailer) of the student.
- 3.7. No refunds on extensions can be made once payment has been received.
- 3.8. Students cannot shorten courses or transfer afternoon classes to extra morning classes or vice versa without the principal's written permission.
- 3.9. If a student visa is declined by Immigration New Zealand, the full amount will be refunded less \$100 admin fees. The school must receive a copy of the declined visa.

### 4. Accommodation

- 4.1. You must pay your accommodation fees four weeks prior to your arrival. If payment is not received four weeks prior to the course the accommodation booking will be cancelled without notification.
- 4.2. Accommodation fees include a small liaison charge.
- 4.3. Homestay fees include breakfast and dinner on weekdays (Monday to Friday) and three meals at weekends. Accommodation fees are paid four weeks in advance to your accommodation provider.
- 4.4. You must give a minimum of Two weeks' notice if you wish to change to another form of accommodation or cancel your accommodation. There is a charge of \$200 for any changes/cancellations to accommodation.
- 4.5. Under no circumstances will accommodation refunds be paid out in one lump sum, for example if you change from a homestay placement to rental accommodation. If you do change to another form of accommodation you will be paid the remainder of the fees on an equal monthly basis for the duration of your course.
- 4.6. You must not make private accommodation or payment arrangements with SLEC homestay families.

- 4.7. You must be prepared to leave your homestay when you finish your course at SLEC.
- 4.8. Students may be asked to leave their accommodation without refund due to unacceptable behavior.
- 4.9. Students must advise the school of any changes to contact details or residential address.
- 4.10. Illegal, anti-social, dangerous or offensive behavior whilst at a homestay or in student accommodation can result in immediate expulsion from the school without refund.

## 5. Holiday

- 5.1. When you go away on holiday and expect your room to be kept at your accommodation, you must pay all accommodation fees.

## 6. Attendance and Behaviour

- 6.1. You are expected to have 100% attendance and attend all of your classes on time and behave in a responsible manner at the College and with your homestay family. You are also expected to adhere to the College's "English-only" policy while on College grounds. If your behaviour is detrimental to the College or to other students, you may be suspended or asked to leave the College. In this event, we regret that no tuition fees can be refunded.
- 6.2. If you do not meet the minimum attendance requirements without the written permission of the Principal, the New Zealand Immigration Service will be notified. Unsatisfactory attendance can result in cancellation of your course and visa if appropriate.
- 6.3. Students are required to contact the College if they are going to be absent. If students are away for more than three days without contacting the College or without the permission of the College, the College may deem that the student has left their course and may cancel the course. In this event, we regret that no tuition fees can be refunded.
- 6.4. Should a student not comply with the school rules or laws of New Zealand, the school reserves the right to expel the student. In this event, there is no refund.

## 7. Liability and Insurance

- 7.1. At SLEC we take care to ensure your well-being. However, SLEC will not be liable for any loss, damage or injury incurred within the College, or with a homestay family or on a College tour or activity.
- 7.2. In starting a course of study at SLEC, you will be deemed to have accepted all of our enrolment conditions.
- 7.3. As a student of SLEC you must have insurance for your health and personal property. Proof of insurance must be provided to cover you for the duration of your course. We are happy to arrange this for you, if you request it on your application. SLEC shall not be liable if, for any reason, the published courses cannot be offered.
- 7.4. By accepting the conditions of enrolment the student agrees to the free use of their image and written references in SLEC promotional material.

## CODE OF PRACTICE

Southern Lakes English College has agreed to observe and be bound by the Code of Practice for the Pastoral Care of International Students published by the Minister of Education. Copies of the Code are available on request from this institution or from the New Zealand Ministry of Education website at <http://www.minedu.govt.nz>

## Health & Travel Insurance

Most international 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. We strongly recommend that you have insurance that will cover the cost of medical treatment in New Zealand for the duration of your stay in New Zealand. We also strongly recommend that you obtain insurance to cover your travel to and from New Zealand.

## 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>

## Student Declaration

(read the conditions of enrolment carefully, then complete this section)

1. I declare that the information set out in this application is correct and complete and I have not withheld any information which could affect my enrolment.
2. I agree to SLEC collecting, using and disclosing information about me, subject to the provisions of the Privacy Act 1993.
3. I understand that I am bound by the regulations of SLEC. I have read and accept all of the conditions of enrolment and I acknowledge that by signing below I agree to be bound by those conditions.

Signed .....

Date .....

(If the applicant is under 18 years of age, this application must be signed by a parent or guardian).

## Complaints Procedure

In the event of a dispute not being able to be resolved with the school management, complaints can be lodged with:

- 1) The New Zealand Qualification Authority – Ph 0800 697 296
- 2) <http://www.istudent.org.nz>

## Notes

- SLEC reserves the right to change its fees at any time.
- All students with attendance of 80% and above receive a certificate upon completing their course.
- Minimum age of enrolment is 11 years of age and at the discretion of management.