

## 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 by SLEC management.
- 1.4 Students are required to declare any medical or learning needs with the application.
- 1.5 Students are required to move timetables depending on availability of classes in different timetables. If SLEC is required to close a timetable or class, the student will be required to move to whatever timetable is available. SLEC also reserves the right to allocate or change a student's timetable at any time.
- 1.6 The dates of contracted enrolment for each student are specified in their receipt of fees.
- 1.7 If the student wishes to change timetables after the first two weeks of their course, the student will be charged \$50 admin fee. Requests to change timetable are subject to availability and therefore not guaranteed until confirmation is given by the Director of Studies.
- 1.8 If the student wishes to attend non-compulsory extra tuition they must register at reception by Monday of each week for that current week. If the student does not attend a class that they have registered for, SLEC reserves the right to deny them entry to the non-compulsory class in subsequent weeks.
- 1.9 Students may change campus from Queenstown to Invercargill and vice versa subject to availability and approval by management. The student must apply for a variation of conditions and only attend their new campus once the amended visa is approved by Immigration New Zealand. SLEC will charge \$100 admin fee for assistance with the variation of conditions and all documents in relation to the change of campus location.
- 1.10 If a student has paid for their course but cannot attend the original start date as planned, SLEC must be informed of the intended start date so that all documents relating to the course can be updated. SLEC must be given the new intended start date before their original start date has passed. SLEC will not put a course on hold without updated dates.

### 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.
- 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 initial payment source (this can be the agent) of the student.
- 3.7 Students cannot shorten courses or transfer afternoon classes to extra morning classes or vice versa without the Manager's written permission.
- 3.8 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.
- 3.9 In the event that SLEC closes down voluntarily SLEC will refund any unused weeks of tuition.

### 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 You must not make private accommodation or payment arrangements with SLEC homestay families.
- 4.6 You must be prepared to leave your homestay when you finish your course at SLEC.
- 4.7 Students must advise the school of any changes to contact details or residential address.
- 4.8 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.
- 4.9 Students must advise the school of any changes to contact details or residential address.

### 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.
- 5.2 If a student wishes to take a holiday from their course SLEC will charge \$50 admin fee to amend their course dates. If the student does not attend on the amended date without giving at least one week's notice, SLEC is not obliged to make further date changes. These date changes will only be permitted subject to availability and is not applicable to students on student visas.

student initials

## 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 Manager, 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 there will be an investigation held, an interview conducted with the student and all parties concerned, and a decision will be made by SLEC management. The findings will be shared in a meeting with the student and also in writing. The result of such a disciplinary meeting could include a written warning, suspension or expulsion. In the event of expulsion there shall be no refund.

- 6.5 Should a student not comply with the laws of New Zealand they shall be referred to the relevant authorities and SLEC would be guided by the authorities on the correct outcome. If the decision is made by the relevant authorities that the student should leave New Zealand they will be automatically expelled from SLEC and there shall be 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 in line with the NZQA Code of Practice. Proof of insurance must be provided to cover you for the duration of your course. SLEC can assist with insurance if the student requests it on their application.
- 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.
- 7.5 SLEC shall not be liable if, for any reason, the published courses cannot be offered.

### CODE OF PRACTICE

*Southern Lakes English College has agreed to observe and be bound by the NZQA Code of Practice for the Pastoral Care of International Students. Please read about the Code here:*

<https://www.nzqa.govt.nz/providers-partners/education-code-of-practice/>

### IMMIGRATION

*Full details of visa and permit requirements - including work rights whilst studying - is available through Immigration New Zealand. Please read more here:*

<https://www.immigration.govt.nz/new-zealand-visas>

## STUDENT DECLARATION

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

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.

I agree to SLEC collecting, using and disclosing information about me, subject to the provisions of the Privacy Act 1993. 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.

Student Name \_\_\_\_\_

Signature \_\_\_\_\_

Date

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

Where SLEC or English New Zealand is not mentioned on the student's visa application form this clause acts as the student's permission for SLEC or English New Zealand to contact INZ about the reasons for decline in the event of a declined application

Signature \_\_\_\_\_

### 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. (Excluding ZFE Scholarship students)
- Minimum age of enrolment is 11 years of age (exc zfe) and at the discretion of management