

2018 Enrolment Form

CCEL
CHRISTCHURCH & AUCKLAND

**COLLEGE OF
ENGLISH**

IN PARTNERSHIP WITH THE UNIVERSITY OF CANTERBURY

Which location/s do you want to enrol at? Christchurch Auckland

PERSONAL DETAILS			
Family/Last Name:		Given/First Name(s):	
Date of Birth:	<input type="checkbox"/> Male <input type="checkbox"/> Female	Passport Number:	Passport Expires:
Country of Birth:		Nationality:	Passport Country:
Address:		Town/City:	
Cnty/Prov/State:	Country:	Postcode/Zip:	
Telephone:	Mobile Number:	Email:	
Emergency contact (name and phone number):			
I want to study English: <input type="checkbox"/> To prepare for future study <input type="checkbox"/> To prepare for work <input type="checkbox"/> To prepare for an exam			
<input type="checkbox"/> To improve my communication <input type="checkbox"/> Other: _____			
Future study plans in New Zealand <input type="checkbox"/> Foundation Studies <input type="checkbox"/> University <input type="checkbox"/> High School <input type="checkbox"/> Other: _____			
Previous English study: <input type="checkbox"/> No <input type="checkbox"/> Yes – Years: _____ Months: _____			
International English exams already taken: <input type="checkbox"/> No <input type="checkbox"/> Yes – Exam taken: _____ Exam mark received: _____			

COURSE REQUIRED		
<input type="checkbox"/> General English Day Full-time	Start date:	No. of weeks:
<input type="checkbox"/> General English Day Part-time	Start date:	No. of weeks:
<input type="checkbox"/> Evening English Full-time*	Start date:	No. of weeks:
<input type="checkbox"/> Evening English Part-time*	Start date:	No. of weeks:
<input type="checkbox"/> Business English (5 weeks)*	Start date:	No. of weeks:
<input type="checkbox"/> IELTS Preparation (5 weeks)*	Start date:	No. of weeks:
<input type="checkbox"/> Cambridge Exam Preparation CAE*	Start date:	No. of weeks: 10
<input type="checkbox"/> Cambridge Exam Preparation FCE*	Start date:	No. of weeks: 10
<input type="checkbox"/> English for Academic Purposes 1*	Start date:	No. of weeks: 12
<input type="checkbox"/> English for Academic Purposes 2*	Start date:	No. of weeks: 12
<input type="checkbox"/> Young Learner English + Activities	Start date:	No. of weeks:

*Minimum entry level required for these courses

ADD ON SERVICES*	
<input type="checkbox"/> Job Search Programme (4 weeks)	Start date:
<input type="checkbox"/> Early Childhood Placement Programme (4 weeks)	Start date:

*Minimum entry level required for these programmes

Enrolment Form (continued)

ACCOMMODATION REQUIREMENTS	
Do you want CCEL to arrange your accommodation? <input type="checkbox"/> No <input type="checkbox"/> Yes (please provide details below)	
<input type="checkbox"/> CCEL Homestay Dates: from: _____ to: _____ <input type="checkbox"/> Walking zone (Christchurch only) <input type="checkbox"/> Bus zone	<input type="checkbox"/> Student Residence Accommodation Dates: from _____ to _____
Homestay Preferences Please provide details of your homestay preferences: Food restrictions: <input type="checkbox"/> No Beef <input type="checkbox"/> No Pork <input type="checkbox"/> Vegetarian* <input type="checkbox"/> Gluten Free* <input type="checkbox"/> Halal* <input type="checkbox"/> Sports Diet* <input type="checkbox"/> Other: _____ Family profile preferences: <input type="checkbox"/> No Children <input type="checkbox"/> No Cats <input type="checkbox"/> No Dogs <input type="checkbox"/> Non-Smoking <input type="checkbox"/> Other: _____ Do you smoke? <input type="checkbox"/> Yes <input type="checkbox"/> No Any allergies or medical conditions: _____	
* Additional fee applies	

AIRPORT TRANSFER
Do you want Airport Transfer on arrival? <input type="checkbox"/> No <input type="checkbox"/> Yes – Please provide your full arrival flight details:
Airline: _____ Flight number: _____ Arrival time: _____

INSURANCE
It is compulsory for students to have travel and medical insurance cover. We strongly recommend ordering an insurance policy through CCEL. Insurance cover is subject to acceptance by the insurance company and costs are subject to change. The policy and conditions can be viewed at http://www.orbitprotect.com and you can also visit this website to see other monthly options and costs. If you arrange your own insurance cover you must provide CCEL with a copy of the policy in English. Students transferring to university courses may be required to purchase a university approved policy.
<input type="checkbox"/> I will arrange my own insurance <input type="checkbox"/> Please arrange insurance cover for _____ months

DECLARATION			
I, _____ (full name), _____ (date of birth) authorise the enrolment staff at CCEL to discuss my student visa application for this provider with Immigration New Zealand; to obtain information regarding the processing of the visa application and the decision on the application. I authorise CCEL to release any information about my studies at CCEL, to its pathway partners the University of Canterbury (UC) and UC International College (UCIC), including course results and personal information. I agree to the free use of my image and written references by CCEL for the purposes of advertising, publicity and promotions. In case of hospitalisation or medical or legal event, I give permission for relevant authorities to give information about me to CCEL. I understand that giving false information on the enrolment form or failure to disclose information (eg. health issues) may result in this enrolment being cancelled. I am aware of the Code of Practice Summary and have read and accept CCEL's Conditions of Enrolment. The conditions of the enrolment can be viewed at www.ccel.co.nz			
Signed:	(the student)	Date:	Agent / Consultant's Stamp
Signed:	(parent/guardian – for students under 18 years of age)	Date:	

Please send your completed enrolment form to CCEL - by email to study@ccel.co.nz or FAX: +64 3 343 3791



CCEL Head Office
 University of Canterbury
 Campus, Solway Ave, Christchurch
 PO Box 31212, Christchurch 8444, New Zealand
 Phone: +64 3 343 3790 Fax: +64 3 343 3791
 Email: study@ccel.co.nz www.ccel.co.nz

Conditions of Enrolment

CCEL has agreed to observe and be bound by the Education (Pastoral Care of International Students) Code of Practice 2016. Copies of the Code are available on request from CCEL or from the New Zealand Legislation website through the New Zealand Qualifications Authority website www.nzqa.govt.nz/providers-partners/education-code-of-practice/

COURSES

- 1.1 CCEL reserves the right to change course arrangements without prior notice.
- 1.2 The minimum age is 14 years. Students under the age of 18 years must study full time and in day classes.
- 1.3 Minimum student numbers are needed for all courses.

PAYMENT OF FEES

- 2.1 2018 fees include all taxes where applicable. Fees may change in certain circumstances, e.g., a change in tax.
- 2.2 Fees must be paid in full, in advance, for the period of study requested on the enrolment form.
- 2.3 All fees are for full weeks and if there is a short week because of a public holiday, the remaining part of the week is counted as a full week. No compensation is given for public holidays when CCEL is closed.

CANCELLATION AND REFUNDS

Before starting the course (due to failure to obtain a visa, voluntary withdrawal or change in personal circumstances)

- 3.1 If this enrolment is cancelled in writing 2 weeks before 5:00 pm on the Friday (New Zealand Time) or (Thursday when Friday is a public holiday) prior to the nominated starting date, fees will be refunded except for the enrolment and accommodation placement fees or 10% of payment, whichever is the lesser.
- 3.2 If this enrolment is cancelled in writing less than 2 weeks before 5:00 pm on Friday (New Zealand Time) or (Thursday when Friday is a public holiday) prior to the nominated starting date, fees will be refunded except for the enrolment fee, accommodation placement fee, and 2 weeks accommodation weekly fee (if staying in accommodation arranged by CCEL).

Once the course has started (due to voluntary withdrawal or change in personal circumstances)

- 3.3 For enrolments of up to four weeks if the student withdraws within the first two days of the course, CCEL will refund 50% of the unused weekly tuition fees.
- 3.4 For enrolments of five to eleven weeks if the student withdraws within the first five days of the course, CCEL will refund 75% of the unused weekly tuition fees.
- 3.5 For enrolments of twelve weeks or more if the student withdraws within the first ten days of the course, CCEL will refund all fees except for NZ\$500 or 10% of the unused weekly tuition fees, whichever is the lesser.
- 3.6 After the above withdrawal deadlines, CCEL will not refund any fees except for unused homestay fees.
- 3.7 We do not refund fees or give a free extension of the course if the student:
 - Arrives late for the course without notifying CCEL
 - Takes time off during the course (unless by prior agreement as set out in clauses 5.1, 5.2 and 5.3)
 - Leaves before the course is finished
- 3.8 We do not give extra weeks of part-time study in place of pre-paid fulltime study.
- 3.9 CCEL reserves the right to alter its refund policy in the event of a change to New Zealand legislation.
- 3.10 CCEL will notify Immigration New Zealand of students who withdraw from their course.
- 3.11 If CCEL requires a student to leave for not complying with the conditions of enrolment (see clauses 7.1 – 7.4 and 8.1), we will not refund tuition fees if such requirement is after the student's refund period (see clauses 3.3 – 3.5).

STUDENT FEE PROTECTION

- 4.1 CCEL complies with NZQA requirements to protect student fees. Student fees are not at risk if there is a closure event at CCEL.
- 4.2 All student fees are transferred directly to an independent Trust Account. After the applicable refund period (see clauses 3.3, 3.4 and 3.5), 20% of tuition fees, or NZ\$3000, whichever is the lesser will be transferred to CCEL. The rest of the tuition fees will be paid to CCEL on a pro rata basis in arrears. This means that CCEL can only receive fees after students have received the tuition for it. The trustee's contact details are: Philip Gainsford, Chartered Accountant
7 Cicada Place, Christchurch 8042, New Zealand
Phone: +64 3 942 2447
Email: phil.g@paradise.net.nz

HOLIDAYS DURING COURSES

- 5.1 Students can take a maximum of one week's holiday for each 12 weeks of study without losing tuition.
- 5.2 CCEL will not give refunds or course extensions for holidays over this allowance.
- 5.3 Students must apply for their holiday, at least 1 week before their proposed holiday date. If not, CCEL may not agree to the request and the student will lose the tuition fees.
- 5.4 CCEL will only give extensions because of holidays on General English courses, not other courses.

ACCOMMODATION

- 6.1 For enrolments requiring homestay or student residence accommodation, CCEL needs booking and payment to be completed at least 3 weeks before the accommodation start date.
- 6.2 For homestay extensions, homestay fees must be paid at least 2 weeks before the new accommodation period begins. Payment must be in full, according to the amount on the CCEL invoice provided. If the same homestay family is not available for the extension, a second accommodation placement fee may be charged (at CCEL's discretion).
- 6.3 If the student does not pay their homestay fees, they may lose their homestay booking.
- 6.4 If the student wants to leave CCEL homestay early, the student must inform in writing both the host family and CCEL about the plans to leave one week before the planned new leaving date. CCEL will refund any remaining pre-paid homestay fees, minus any costs recoverable by CCEL.
- 6.5 Walking zone homestay in Christchurch and student residence accommodation in both Christchurch and Auckland are possible only when they are available.
- 6.6 Student residence accommodation is only available for students 18 years or older.
- 6.7 All CCEL student accommodation is carefully selected and monitored by CCEL staff, in accordance with the Code of Practice.
- 6.8 If the student wants to change homestay, CCEL needs a minimum of 2 weeks' notice. A fee of NZ\$100 may be charged at CCEL's discretion.
- 6.9 CCEL needs the following documents to be signed by a parent or guardian for all students under the age of 18 years old (U18): Fee Protection Form; Parental Letter; Conditions of Enrolment and Indemnity Document (The Indemnity Document is only required for students who are not in CCEL homestay or not living with a parent or legal guardian). These documents must be returned to CCEL at least 3 weeks before a student's course commences.
- 6.10 CCEL requires U18 students who are not staying in a CCEL homestay or living with a parent or legal guardian to stay with a Designated Caregiver. The definition of a Designated Caregiver can be found in 7.1 of the Education Code of Practice www.legislation.govt.nz/regulation/public/2016/0057/latest/DLM6748156.html
- 6.11 CCEL will charge a fee to visit the Designated Caregiver of U18 students before the student arrives.

- 6.12 CCEL will try to meet students' homestay preferences, but this may not always be possible.

ATTENDANCE AND BEHAVIOUR

- 7.1 The student must obey the laws of New Zealand, including New Zealand's driver licensing requirements and Road Code.
- 7.2 The student is expected to attend all lessons punctually and must comply with the conditions of his/her visa to stay in New Zealand.
- 7.3 The student must behave considerately both at CCEL and in homestay.
- 7.4 If a student does not comply with these conditions, CCEL may cancel the student's homestay and course of study. CCEL will notify Immigration New Zealand of any course termination.

EQUAL OPPORTUNITIES

- 8.1 CCEL is committed to providing an environment for its students which is free from any form of discrimination, including discrimination on the grounds of age, race or colour, ethnicity or national origins, sex, sexual or gender orientation, disability, religious or ethical belief, marital status, employment status, and political opinion. CCEL has a zero tolerance for discrimination and considers any form of discrimination to be unacceptable.

LIABILITY AND INSURANCE

- 9.1 Each student must have adequate medical and travel insurance. CCEL is required by the Education Code to ensure that students have insurance that covers specified situations. These can be found in clause 16.5 of the Education Code of Practice www.legislation.govt.nz/regulation/public/2016/0057/latest/DLM6748319.html
- 9.2 CCEL cannot be held responsible for any sickness, injury, damage or loss incurred (including loss of fees) within CCEL or on CCEL activities or tours.
- 9.3 Students must provide evidence of appropriate and current medical and travel insurance on enrolment. This insurance must cover the student from the time they leave their home, and their full length of time spent in New Zealand. CCEL will only accept overseas insurance policies with an English translation.
- 9.4 CCEL will keep a record of each student's policy.
- 9.5 CCEL shall not be liable if the services we state we offer cannot be provided for reasons beyond our control.
- 9.6 CCEL shall not be responsible for a student who is not in NZ (i.e. if a student leaves New Zealand between courses for example).

GRIEVANCE PROCEDURES

CCEL is open to feedback and is committed to solving problems and resolving grievances in good faith.

- 10.1 If a student has a complaint about CCEL breaching the Education (Pastoral Care of International Students) Code of Practice 2016, they should follow CCEL's formal complaint process first. To request a copy of this please email study@ccel.co.nz
- 10.2 CCEL is a member of English New Zealand. If CCEL cannot resolve a student's complaint, they can contact English New Zealand for help. The address is English New Zealand, P.O. Box 35283, Christchurch 8640. Phone: 03 386 1222 or email admin@englishnewzealand.co.nz
- 10.3 The student can also contact the New Zealand Qualifications Authority (NZQA) by phone on 0800 697 296 or email qadrisk@nzqa.govt.nz
- 10.4 Or, if it is a financial or contractual dispute, they can contact FairWay Resolution by phone on 0800 77 44 22. More information is available on the FairWay Resolution website: <http://www.fairwayresolution.com/istudent-complaints>

IMMIGRATION REQUIREMENTS

For immigration details, please contact the nearest New Zealand Embassy or Government Representative, or visit the web site www.immigration.govt.nz