

Part 1- Enrolment form

Applicant details

Family/Last Name: _____ Given/First Name(s): _____

Date of Birth: _____ Gender: Male Female Other

Passport Country: _____ Passport Number: _____ Passport Expires: _____

Country of Birth: _____

Address: Flat number: _____ Street number and name: _____ Suburb: _____

Town/City: _____ Prov/State: _____ Country: _____ Postcode/Zip: _____

Phone number: _____ Email: _____

I want to study English:

To prepare for future study To prepare for work To prepare for an exam To improve my communication

Other: _____

Future study plans in New Zealand:

High School UC International College (UCIC) University of Canterbury Other education provider

Previous English study:

No Yes - if 'Yes' for how long? Years: _____ Months: _____

International English exams already taken:

No Yes - if 'Yes' provide details: Exam taken: _____ Exam mark received: _____

What type of visa will you hold? (Please tick one)

Student Visitor/Tourist Working Holiday PR High School Other: _____

Course required

General English Day Full-time	Start date: _____	No. of weeks: _____
General English Day Part-time	Start date: _____	No. of weeks: _____
IELTS Preparation	Start date: _____	No. of weeks: 12 weeks max
English for Academic Purposes 1 (EAP1)*	Start date: _____	No. of weeks: 12
English for Academic Purposes 2 (EAP2)*	Start date: _____	No. of weeks: 12

*Minimum student numbers apply to all courses

Insurance

It is compulsory for students to have travel and medical insurance that covers their whole visa. 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 orbitprotect.com and you can also visit this website to see other monthly options and costs.

If travel/medical insurance is bought through CCEL, the insurance will start 3 days before the student's CCEL start date to cover the travel period. If a student is travelling to NZ more than 3 days before their CCEL start date, the student must inform CCEL in order to arrange an earlier start date for the insurance.

YES Month(s) from

The date should be the departure date from your country. If not specified, CCEL will arrange the insurance to start three days before your course commencement day.

Do you have any medical conditions? No Yes

If the answer is YES, CCEL will request that you discuss the pre-existing condition with the insurance company we work with, and they will confirm what is and is not covered. You will be responsible for expenses related to the pre-existing condition that are not covered.

NO - If you provide your own insurance policy, it must meet the requirements outlined in the NZQA Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021, as stated below:

- Covers travel to and from New Zealand and travel within New Zealand; and
- Medical care in New Zealand including diagnosis, prescription, surgery and hospitalization; and
- Repatriation or expatriation of the student as a result of serious illness or injury, including cover of travel costs incurred by family members assisting repatriation or expatriation; and
- Death of the student, including cover of:
 1. Travel costs of family members to and from New Zealand; and
 2. Costs of repatriation or expatriation of the body; and
 3. Funeral expenses
- You will be liable for expenses relating to a pre-existing condition that are not covered by your insurance.
- If you provide your own insurance, the insurance certificate and policy must be submitted to CCEL in English.

Accommodation

Do you want CCEL to arrange your accommodation? No Yes (please provide details below)

CCEL Homestay:

Please provide details of your homestay preferences:

Dates from: _____ to _____

Distance from CCEL

Walking zone Bus zone

Food restrictions:

No Beef No Pork Vegetarian* Gluten Free*

Sports diet* Other: _____

*Additional fee applies

Family profile preferences:

No Children No Cats No Dogs Non Smoking

Other: _____

Do you smoke? No Yes

Student Residence Accommodation: subject to availability

Dates from: _____ to _____

Any allergies? No Yes

Any medical conditions?

No Yes (Please specify): _____

Arrival & Departure Information

Arrival Date: _____ Arrival Time: _____ Flight Number: _____

Departure Date: _____ Departure Time: _____ Flight Number: _____

Do you want CCEL to arrange your airport transfer?

No - I will arrange my own airport transfer. Yes - please select which applies for you Arrival Departure

Do you want to book for the extra luggage? (e.g. more than 3 suitcases, bike in a box, surfboard, golf bag) No Yes

Describe your extra luggage

Declaration

I consent to CCEL collecting, storing, and using my personal information in the manner and for the purposes set out in Navitas Privacy Policy www.navitas.com/about/privacy/global/ and in accordance with New Zealand law.

I understand that using my information includes disclosure of information to:

- Immigration NZ
- agents acting for me for my CCEL and pathway enrolment
- pathway partners and English New Zealand
- accommodation providers, medical or legal professionals or others to enable CCEL to provide academic, administrative, and welfare support.

I agree to these third parties mentioned above giving 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 understand that I may withdraw my consent by writing to CCEL

I understand that CCEL must use and disclose personal information about me if required by NZ law, even if I withdraw consent.

Student signature:

Date: _____

Parent/guardian signature: (students under 18 years)

Date _____

Agent

Have you used an "Education Consultant" ?
(If Yes, please give details)

Company Name: _____

Contact person: _____

Email: _____

CCEL has agreed to observe and be bound by the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (**the Code**). Copies of the Code are available on request from CCEL or from the New Zealand Legislation website through the New Zealand Qualifications Authority website www2.nzqa.govt.nz/assets/Tertiary/The-Code/pastoral-care-code-of-practice-2021-english.pdf

Immigration requirements

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

Quality assurance checks

- EER (Nov 2023) - Category 1, with Excellent across all sections
- English NZ audit (Aug 2023) - Compliant
- Compliance notices - None

Please send completed enrolment form to CCEL by email to study@ccel.co.nz

Part 2 - CCEL Conditions of Enrolment

COURSES

- 1.1 CCEL reserves the right to change course arrangements without prior notice including running classes online.
- 1.2 The minimum age is 14 years. Students under the age of 18 years (U18) just study full time and in day classes.
- 1.3 Minimum student numbers are needed for all courses.
- 1.4 If, after the placement test taken on arrival at the school, a student is found to be at a level which is not appropriate for their booked course, the school reserves the right to place the student in an appropriate level class. Course upgrade fees may be charged where applicable.

PAYMENT OF FEES

- 2.1 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' homestay fee or one week's student residence fee or 25% of the total residence fee, whichever is greater.

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 CCEL does 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, 5.3 and 5.4
 - Leaves before the course is finished
- 3.8 CCEL does not give extra weeks of part-time study in place of pre-paid full-time study.
- 3.9 Extensions are not entitled to be refunded
- 3.10 CCEL reserves the right to alter its refund policy in the event of a change to New Zealand legislation.
- 3.11 CCEL will notify Immigration New Zealand of students who withdraw from their course.
- 3.12 If CCEL requires a student to leave for not complying with the conditions of enrolment (see clauses 7.1 - 7.4, 8.1 and 8.2), CCEL 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), 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.gainsford@gmail.com

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 one 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 for holidays on General English courses, not other courses.

ACCOMMODATION All CCEL-organised accommodation is subject to availability.

- 6.1 For enrolments requiring CCEL-organised accommodation, CCEL needs booking and payment to be completed at least 3 weeks before the accommodation start date.
- 6.2 For accommodation extensions, fees must be paid at least 2 weeks before the new accommodation period begins. Payment must be in full. If the same accommodation is not available for the extension, an accommodation change fee may be charged (at CCEL's discretion).
- 6.3 If the student does not pay their accommodation fees, they may lose their accommodation booking.
- 6.4 If the student wants to leave a 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 For students in student residence, if they decide to move out early, no refund is available.
- 6.6 All CCEL student accommodation is carefully selected and monitored by CCEL staff, in accordance with the Code*.
- 6.7 If the student wants to change accommodation, CCEL needs a minimum of 2 weeks' notice. A fee of NZ\$100 may be charged at CCEL's discretion.
- 6.8 CCEL needs the following documents to be signed by a parent or legal guardian for all students 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.
- 6.9 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 clause 5.1 of the Code*.
- 6.10 CCEL will charge a fee to visit and police vet the Designated Caregiver of U18 students before the student arrives. If the Designated Caregiver does not meet standards, the student then must stay in a CCEL homestay.
- 6.11 CCEL will try to meet students' homestay preferences, but this may not always be possible.

CCEL Conditions of Enrolment (continued)

ATTENDANCE AND BEHAVIOUR

- 7.1 The student must obey the laws of New Zealand.
- 7.2 The student must 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 CCEL-organised accommodation.
- 7.4 CCEL has a zero tolerance for harassment and considers any form of harassment to be unacceptable.
- 7.5 If the student does not comply with these conditions, CCEL will:
 - find out if there is a reason for the problem and try to help
 - start the process of up to 2 warning letters and continue to support the student.
 - if the student does not change their behaviour, CCEL may cancel the student's accommodation and/or enrolment.
Note - if CCEL terminates a course, we must advise Immigration NZ.

EQUAL OPPORTUNITIES

- 8.1 CCEL is committed to providing a safe 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.
- 8.2 CCEL has 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 Code* to ensure that students have insurance that covers specified situations. These can be found in clause 65 of the Code*.
- 9.2 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.
- 9.3 CCEL will keep a record of each student's policy.
- 9.4 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.
- 9.5 CCEL shall not be liable if the services offered cannot be provided for reasons beyond our control.
- 9.6 CCEL shall not be responsible for pastoral care of students who are not in NZ (e.g., if a student leaves New Zealand between courses).

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 Code*, 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: 03 383 7153 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: www.studycomplaints.org.nz/

TRANSLATIONS

- 11.1 The English version of all CCEL information and Conditions of Enrolment takes precedence over any translation to other languages should there be any difference in meaning or interpretation.
- 11.2 Please refer to the CCEL website for the latest version of the Conditions of Enrolment and Fees. www.ccel.co.nz
*For any information about the code refer to www2.nzqa.govt.nz/assets/Tertiary/The-Code/pastoral-care-code-of-practice-2021-english.pdf

Student signature:

Parent/guardian signature: (students under 18 years)

Date

Date



CCEL Christchurch

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www.ccel.co.nz