

Please print in BLOCK LETTERS

YOUR DETAILS

Personal Details

(must match your passport)

Given/First name:
Family/Last name:
Nickname/English Name:
Gender: Female Male Other
Country of birth:
Date of birth: DAY/MONTH/YEAR

Note: If you are U18, extra documents are required before your enrolment can be confirmed.

Address in your Country

Flat number:
Street number and name:
Suburb:
Town/City:
Prov/State:
Country:
Postcode/Zip:
Phone Number (+)
Email:

Passport

Passport Number:
Passport Expiry Date: DAY/MONTH/YEAR
Passport Country:

Visa Information

What type of visa will you hold?

Visitor Visa	Work Visa
Student Visa	Permanent Residence
Working Holiday Visa	Guardian
Other:	

Emergency Contact

Name:
Phone Number:
Email:
Relationship:

Previous Studies

Have you studied in New Zealand before?	Yes	No
If 'yes', please provide details		
What course:		
What school:		
From: DAY/MONTH/YEAR	To: DAY/MONTH/YEAR	

English Language Level (if known)

Beginner (Pre-A1)
Elementary (A1)
Pre-Intermediate (A2)
Intermediate (B1)
Upper Intermediate (B2)
Advanced (C1+)

AGENT DETAILS

Have you used an "Education Consultant"? Yes No (If 'yes', please give details.)

Company name:
Contact Person:
Email:

YOUR COURSE

Select your Course

Courses start on Monday, unless Monday is a Public Holiday. All students take day one Placement Test.

Courses	Start date	Number of weeks
General English Full-time		
General English Part-time		
IELTS Preparation		
High School Preparation		
English for Academic Purposes 1 (EAP 1)		
English for Academic Purposes 2 (EAP 2)		
English for Academic Purposes 1 (EAP 1) - online		
English for Academic Purposes 2 (EAP 2) - online		

My English Test Results

IELTS Score:
PTE Score:
TOEFL Score:
Other:

Please attach a copy of your official results when submitting your enrolment form.

Future Study Plans in New Zealand

High School
UC International College (UCIC)
University of Canterbury (UC)
Other Provider:

If you have already received an offer, please attach a copy to your enrolment.

YOUR INSURANCE

It is compulsory for students to have travel and medical insurance that must cover the student from the time they leave their home, and their full length of time spent in New Zealand. 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 you provide your own insurance policy, **you must provide CCEL with a copy of the full policy in English.**

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 any pre-existing conditions that are not covered by your insurance.

Do you want CCEL to arrange your insurance?	
Yes - Please arrange insurance cover for	month(s)
No - I will arrange my own insurance and send it in English for approval.	

Do you have any medical conditions?	Yes	No
If 'yes', please provide details		

YOUR ACCOMMODATION

Do you wish to apply for:	
Homestay	Yes No
<i>(check-in and out Saturday and Sunday only)</i>	
Student Residence	Yes No
<i>(subject to availability - full payment required for booking)</i>	
Dates from: DD/MM/YYYY to: DD/MM/YYYY	

Homestay Requirements

Food restrictions (*Additional fees applies):	
No beef	Gluten Free*
No Pork	Sports Diet*
Vegetarian*	Halal*

Do you have any allergies? Yes No	
If 'yes', please provide details	
Do you have any medical conditions? Yes No	
If 'yes', please provide details	
Do you smoke/vape? Yes No	
Please, tell us your hobbies/interests	

AIRPORT TRANSFER TO AND FROM ACCOMMODATION

Airport Transfer

(Airport Transfer is only available if staying in a CCEL Homestay or Student Residence)

Do you want an Airport Transfer? Yes No	
On arrival	On departure
Arrival date: DAY/MONTH/YEAR	Departure date: DAY/MONTH/YEAR
Arrival time:	Departure time
Flight number:	Flight number:

YOUR WELLBEING

We ask you to voluntarily provide us with information relating to any conditions that may have an impact on your studies or associated activities with us or where special arrangements may be required. The condition can be physical (e.g. disability or allergies), mental (e.g. taking medication for depression) and/or learning (e.g. dyslexia). This will help us to identify reasonable adjustments that can be made to support you, if required.

You may choose to not provide information regarding any condition that may impact your studies or associated activities with us without consequence, however, doing this will impact our ability to identify reasonable adjustments to support you. If you later choose to change your wellbeing and medical consent, this may impact our ability to continue to process your application or your offer to study with us, however we will inform you if this is the case. If you have any questions on this, please contact privacy@navitas.com

Notes regarding additional needs and wellbeing:

YOUR DECLARATION

Signing

This application is not valid unless it is signed and dated by the student. If you are under 18 years, it must also be signed by your parents and/or legal guardians. **Agents MUST NOT sign the declaration on behalf of student.**

Privacy Declaration

As outlined in our Privacy Notice, the information you provide us will allow us to deal with your enquiry, assess your application and, provide you with an outcome. We will be able to provide you with the information about the course you have applied for CCEL; your further studies provider and our local community. **It is important that you read and understand the Privacy Notice.** If you have questions about the Privacy Notice please email: privacy@navitas.com and ask your question.

Applicant Declaration

Ticking the boxes below gives us your consent to collect, process, store and, where necessary, share your personal information with for example, a homestay provider or a Government Department. Ticking the boxes below also means you are giving us your consent to contact you to provide you with relevant information on other courses that we offer, as well as other services offered by CCEL.

It is **IMPORTANT** to know and understand that if you choose **NOT TO GIVE US YOUR CONSENT TO USE YOUR INFORMATION**, as stated above and below, that we will be unable to provide you with information about some of our services such as accommodation we offer, or airport transfer services. If you understand what giving us your consent means, then please complete the rest of this document. You can withdraw your consent at any time by contacting privacy@navitas.com. Please note that this may impact the services we can provide.

PLEASE TICK YES or NO

Yes	No	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.
Yes	No	I understand that using my information includes disclosure of information to: • Immigration NZ, NZQA and/or Ministry of Education • 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
Yes	No	I agree to these third parties mentioned above giving information about me to CCEL.
Yes	No	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.
Yes	No	I understand that I may withdraw my consent by writing to CCEL.
Yes	No	I understand that CCEL must use and disclose personal information about me if required by NZ law, even if I withdraw consent.
Yes	No	I agree to provide an insurance certificate in English before my arrival. I agree that this insurance certificate must meet the New Zealand standards.
Yes	No	I have read and understand the Conditions of Enrolment

For students 18 years and over

Name of student:
Signature as per your passport:
Date: DAY/MONTH/YEAR

For students under 18 years old

Relation to applicant:	Mother	Father
Parent name:		
Parent signature as per passport:		
Date:	DAY/MONTH/YEAR	
Address:		
Suburb/City/State:		
Country:		
Telephone/Mobile:		
Email:		

SUBMIT YOUR APPLICATION VIA EMAIL study@ccel.co.nz

What happens next?

CCEL will send an Offer of Place and invoices, payment methods and instructions of pre-departure.

Student Visa applicants: After you have paid your fees, CCEL will email a Fees Statement. Submit a copy of your Offer of Place and the Fees Statement with your Student Visa application.



Enrolment Checklist

I have:

- completed ALL SECTIONS of the enrolment
- completed the Declaration
- signed and dated the enrolment form

Please include:

- copy of your current passport
- copy of your current visa (if you hold one)
- a copy of your offer for further studies to a New Zealand education provider (if applicable)
- a copy of your official English test results (e.g IELTS, TOEFL, PTE, etc) (if applicable)
- U18 documents, if applicable

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

CCEL Christchurch

University of Canterbury Campus
Solway Avenue, Ilam, Christchurch
PO Box 31212, Christchurch 8444,
New Zealand

Ph +64 3 343 3790
Email study@ccel.co.nz



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 15 years. Students under the age of 18 years (U18) must 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.
- 2.4 All fees must be paid at least **3 weeks** before the student's arrival.
- 2.5 If CCEL is arranging homestay accommodation, the accommodation fees must be paid at least **5 weeks** before the student's arrival to guarantee their placement.
- 2.6 If CCEL is arranging Student Residence, **CCEL cannot make the booking until full payment has been received.**
- 2.7 If CCEL does not receive the accommodation payment by the deadlines in 2.5 and 2.6, CCEL cannot guarantee the student's accommodation. The student may need to find their own accommodation.

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.
- 3.3 If this enrolment is cancelled in the week preceding the nominated starting date, there will be no refund of the student residence fee.

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

- 3.4 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 and all unused homestay fees.
- 3.5 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 and all unused homestay fees.
- 3.6 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, and all unused homestay fees.
- 3.7 After the above withdrawal deadlines, CCEL will not refund any fees except for unused homestay fees.
- 3.8 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
- 3.9 CCEL does not give extra weeks of part-time study in place of pre-paid full-time study.
- 3.10 No refunds are given on course extensions.
- 3.11 CCEL reserves the right to alter its refund policy in the event of a change to New Zealand legislation.
- 3.12 CCEL will notify Immigration New Zealand of any student who withdraws from their course if the student has a Student Visa.
- 3.13 If CCEL requires a student to leave their course 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 3.4, 3.5 and 3.6), 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 as set out in clauses 2.5 and 2.6 above.
- 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 complete an "Early Departure Form" at least one week before the planned 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 will try to meet students' homestay preferences, but this may not always be possible.

For students under 18 years old

- 6.9 For all students under 18 (U18), CCEL needs the following documents signed by a parent or legal guardian: Fee Protection Form; Parental Letter; Conditions of Enrolment and School Rules. These documents must be returned to CCEL at least **3 weeks** before the student's course commences.
- 6.10 U18 students who are not staying in a CCEL homestay or living with a parent or legal guardian must stay with a Designated Caregiver. You can find the definition of a Designated Caregiver in clause 5.1 of the Code*.
- 6.11 An Indemnity Document is needed for U18 students who are not in CCEL homestay or living with a parent or legal guardian. This form must be returned to CCEL at least **5 weeks** before the student's course starts.
- 6.12 CCEL will charge a fee to visit and police vet the Designated Caregiver before the student arrives. If the Designated Caregiver does not meet the required standards, the student must stay in a CCEL homestay.
- 6.13 Parents of U18 students staying in a non-CCEL homestay (arranged by a high school or external homestay provider) must complete a different Indemnity document. This document must be returned to CCEL at least **3 weeks** before the student's course starts.

ATTENDANCE AND BEHAVIOUR

- 7.1 The student must follow the laws of New Zealand.
- 7.2 The student must attend all lessons punctually and must comply with the conditions of their visa to stay in New Zealand.
- 7.3 The student must behave considerably 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 if the student has a Student Visa

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 a student has a complaint that we have not been able to solve, they can write to English New Zealand for help. CCEL will help them with this letter. They can email admin@englishnewzealand.co.nz
- 10.3 If they are not satisfied by the outcome of our complaints process, they may be able to raise their concerns externally. The New Zealand Qualifications Authority's [website](https://www.nzqa.govt.nz/) provides useful information about the avenues available to them. Anyone wanting to notify NZQA of any concerns will need to complete a [webform](https://www.nzqa.govt.nz/) available on the NZQA website. Assistance with completing the form may be provided by NZQA's contact centre.
- 10.4 Or, if it is a financial or contractual dispute, they can contact www.studycomplaints.org.nz, the combined student contract dispute resolution scheme. Email: help@studycomplaints.org.nz Free phone 0800 00 66 75

IMMIGRATION REQUIREMENTS

- 11.1 It is the student's responsibility to make sure that they have the legal right to be in New Zealand and to study the course they have enrolled in.
- 11.2 The student accepts that if they hold a Student Visa and withdraw from their course, or are asked to leave, the school is required under the Education Act 1989 to notify Immigration New Zealand.
- 11.3 Immigration information can be found at www.immigration.govt.nz

TRANSLATIONS

- 12.1 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.
- 12.2 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