

STUDENT INFORMATION

Mr. Mrs Ms Miss
 Family Name: _____
 Given/first name: _____
 Gender: FEMALE MALE
 Date of birth: (dd/mm/yy) _____
 Nationality: _____ Native Language: _____
 Passport Number: _____
 Home Address:(Street) _____
 (Suburb): _____ (City): _____
 (Postal Code): _____ (Country): _____
 Phone: _____ Email: _____
 What type of visa will you hold? (Please tick one) PR
 Visitor/tourist Student Working Holiday Other
 Do you have an agent? YES NO
 If yes, agency name: _____
 Contact Person: _____
 Email: _____

PARENT DETAILS

(For Students UNDER 18 YEARS)

Name: _____ Relationship: _____
 Address: _____

 Email Address or Fax: _____
 Emergency Contact Phone Number: _____

CAMPUS DETAILS

NZLC CITY LINK YES NO

In order to take advantage of the free flights between campuses, you must select "yes" above. See City Link terms and conditions on the back of this page for details.

Campus	Start Date (dd/mm/yy)	Weeks
<input type="checkbox"/> Auckland	_____	_____
<input type="checkbox"/> Wellington	_____	_____

COURSE DETAILS

CURRENT LEVEL OF ENGLISH: 1 = BEGINNER 5 = ADVANCED

1 2 3 4 5

GENERAL ENGLISH: Full Time Part Time (AM only) Part Time (PM only)

YOUNG LEARNERS: Full Time English / High School Prep
 English + Activities

ACADEMIC COURSES:

	No. of weeks	FROM: dd/mm/yy
<input type="checkbox"/> Cambridge FCE	_____	_____
<input type="checkbox"/> Cambridge CAE	_____	_____
<input type="checkbox"/> Business English (Full Time)	_____	_____
<input type="checkbox"/> IELTS Full Time	_____	_____
<input type="checkbox"/> IELTS Part Time (AM only)	_____	_____
<input type="checkbox"/> IELTS Part Time (PM only)	_____	_____
<input type="checkbox"/> TOEIC (Part Time)	_____	_____
<input type="checkbox"/> Others _____	_____	_____

TEACHER TRAINING: TESOL only TESOL with TKT

TESOL with TKT + KAL + Practical TECSOL only
 TECSOL with TKT Young Learner CELTA

DECLARATION

Declaration for **STUDENTS 18 YEARS & OVER:** I am 18 years & over and have read and accepted the full set of Terms and Conditions on this enrolment form.

Signature: _____ Date: _____

Declaration on behalf of **STUDENTS UNDER 18 YEARS:** I have the authority to sign and have read and accept the full set of Terms and Conditions on this enrolment form (parent / legal guardian ONLY).

Full Name: _____ Signature: _____ Date: _____

Please send your completed application to your chosen NZLC Campus:

AUCKLAND FAX: +64 9 307 9219 or scan and email to akenrol@nzlc.ac.nz

WELLINGTON FAX: +64 4 802 4621 or scan and email to wnenrol@nzlc.ac.nz

ACCOMMODATION

Do you require accommodation? YES NO
 Which city: Auckland Wellington
If YES: Homestay
 City Accom Name: _____ Room Type: _____
 No. of weeks: _____ From (dd/mm/yy): _____ To (dd/mm/yy): _____

HOMESTAY PREFERENCES

A family with younger children YES NO NO Preference
 A family with older children YES NO NO Preference
 Older adults, children left home YES NO NO Preference
 Pets YES NO NO Preference
 Do you SMOKE? YES NO
 Do you have any food restrictions? YES NO
 If yes, please specify: _____
 Do you have any allergies? YES NO
 If yes, please specify: _____
 Do you have any medical conditions? YES NO
 If yes, please specify: _____
 Any other special requirements: _____

If NO: I have my own accommodation

Phone: _____
 Address: _____

Students UNDER 18 YEARS not staying with a NZLC Homestay

Please choose from the following and write the address above.

Parent
 Non NZLC Homestay (An agent-appointed homestay form needs to be attached)
 Designated Caregiver appointed by parent
 (An NZLC Designated Caregiver Appointment Form needs to be attached)

ARRIVAL INFORMATION

Please note, we must have your flight details if we are arranging your homestay accommodation or airport transfer.

Arrival Date: _____
 Departure Date: _____
 Arrival Time: _____ AM PM Flight Number: _____
 Departure Time: _____ AM PM Flight Number: _____
 Airport Pick-up NO Auckland Wellington
 Airport Drop-off NO Auckland Wellington

INSURANCE

Travel and medical insurance is compulsory for all international students while studying in New Zealand.

Do you have insurance? YES NO

If YES: Policy No: _____

Start Date: _____ End Date: _____

(Please attach a copy of your insurance to this form)

If NO: Would you like NZLC to arrange insurance for you?

(See Fees and Courses Form for prices) YES NO

If yes, how many months do you require insurance? _____ months

Do you have any medical conditions? YES NO

If yes, please specify: _____

NZLC Terms and Conditions 2016

New Zealand Language Centres (NZLC) trades as NZLC Auckland, NZLC Wellington and NZLC Christchurch (NZLC Christchurch is currently closed, to re-open at a future date). Note: The signed NZLC Enrolment Form represents the contract between the student and the school and all terms and conditions related to the particular course/s as detailed on the NZLC Enrolment Form. If multiple courses are under one enrolment form, they will be treated as a whole and the NZLC Refund Policy applies from the start date of the first course rather than each individual course.

NZLC Conditions of Acceptance

- NZLC requires students to submit an enrolment form, make payment and send their flight details by the indicated weeks below in advance of the intended start date, in order for NZLC to arrange the services. Enough time must be allowed to apply for the correct visa to enter New Zealand.
- For enrolments submitted less than the minimum period below, contact should be made with info@nzlc.ac.nz to check course and service availability and the appropriate enrolment procedure.
- If students need to apply for a visa to enter NZ and have not yet confirmed it 4 weeks prior to the course start date, or if they are not able to make payment and/or provide flight details prior to the minimum required weeks below, then NZLC must be informed immediately to discuss the options in order to avoid the maximum cancellation penalty charge or students' enrolments and/or the requested services may be cancelled.

Enrolment procedure - advance notice (minimum)

NZLC reserves the right to decline the course and services if enrolment forms and details are not sent within the required timeframe.

Visa Type	Enrolment Form	Payment	Flight Details
Visitor* / Working Holiday Student / Visitor**	4 weeks 8 weeks	4 weeks 8 weeks	4 weeks 4 weeks
Visitor* - Visa-waiver countries / Visitor** - Non Visa-waiver countries			

- NZLC reserves the right to cancel courses which do not meet the minimum student number stated in the NZLC Fees and Courses.
- The usual weekly tuition rates apply for weeks where the dates fall on public holidays.
- Entry test: All NZLC students must agree to sit a 'level assessment test' upon their arrival at the school. Class/level allocation will be based upon the results of this test and it is not negotiable. For entry into Academic, Teacher Training and Work Placement programmes, a placement test is required and other entry criteria must be met.
- Entry age: Refer to the 'Entry Age Criteria' under each course in the NZLC Fees and Courses.
- Payment of Fees: NZLC fees will be charged in accordance with those stated on the NZLC Fees and Courses current at the time of processing the enrolment.

NZLC School Transfer Policy

After course commencement, students can request a school transfer between NZLC Auckland and NZLC Wellington. A \$50 administration fee will be charged per request and 4 weeks written notice should be given. Granting of a transfer is subject to course/s and service/s availability at the second school and the student's visa conditions.

NZLC "City Link" Conditions

- A Full Time English course of 12 weeks or more and study at least 4 weeks in each city must be booked.
- The City Link option and start dates in each city must be selected at the time of the initial enrolment.
- Minimum 4 weeks prior booking is required.
- Any changes to booked flights will incur the airline's applicable fee at the expense of the student.
- NZLC will charge a \$50 administration fee for any changes to "City Link" programme.
- The flight includes 1 x suitcase (20kg) and carry-on luggage. Any extra luggage will be at the student's own expense.

Travel and Medical Insurance

International students must have appropriate and current medical and travel insurance while staying in New Zealand, regardless of the type of visa they hold. NZLC can arrange insurance on request.

Holiday Request

Students are able to have a 1 week extendable holiday per every 12 weeks of Full Time study and up to 4 weeks holiday per year. 4 weeks written notice is required. The extended holiday weeks will be added on to students' original finishing dates provided the visa is valid for the entire time (1 week = Monday to Friday).

NZLC Young Learner Pastoral Care

NZLC undertakes to comply with the accommodation provisions for Young Learners set out in Part 6 of the NZQA Code of Practice for the Pastoral Care of International Students. The categories of accommodation that will be accepted by NZLC are living with:

- NZLC Homestay.
- Parent.
- Non NZLC Homestay ('NZLC Agent Appointed Homestay Form' needs to be provided) or a NZ Local High school arranged homestay with full details which meets NZLC Homestay requirements for Young Learners.
- Designated Caregiver appointed by parent ('NZLC Designated Caregiver Appointment Form' needs to be provided); a \$150 assessment fee may apply.

Extra Caregiver: NZLC will provide pastoral care for all Young Learner students. However, it may be requested that a Young Learner needs to have an extra Caregiver. In this case, either the parent can appoint the Caregiver who NZLC will assess and approve or the parent may request that NZLC arrange this service, in which case there will be a weekly fee of NZ\$90 per week.

NZLC Enrolment Procedure

STEP 1 – Choose the appropriate course (or courses) and services. Check the NZLC Fees and Courses & services information on our website or contact info@nzlc.ac.nz

STEP 2 - Enrol

- Download the NZLC Enrolment form or visit the NZLC online enrolment page at www.nzlc.ac.nz. Fill out the form with correct information. The NZLC Terms and Conditions should be read and understood before signing this document.
- Send the enrolment form to:

NZLC Auckland: akenrol@nzlc.ac.nz or Fax: +64-9-307 9219
NZLC Wellington: wnenrol@nzlc.ac.nz or Fax: +64-4-802 4621

- NZLC will send a welcome letter and an invoice which outlines the chosen fees and services. If NZLC has any doubts or questions about the enrolment, NZLC staff will communicate in advance before sending the confirmation letter and the invoice. Young Learner Enrolment Conditions (under 18yrs)
 - A Parent's full contact details and signature are required on the NZLC enrolment form.
 - A completed 'Designated Caregiver Form' or 'Agent Appointed Homestay Form' is required if not staying with an NZLC homestay family.
 - Refer to the 'NZLC Fees and Courses' or NZLC website for more information on Young Learner pastoral care.

STEP 3 – Payment and Flight Details

- Fees must be paid and flight arrival details sent to NZLC.
- Payment Options: Telegraphic Transfer, Bank Draft, Cash, EFTPOS or Credit Card (Visa or Master).
- Full payment of Homestay/Accommodation Fees is required for students over 18 years if staying less than 12 weeks.
- For Young Learner students (under 18yrs) full payment of homestay fees is required for the whole duration of the enrolment.

STEP 4 – Confirmation

- Once NZLC receives the full payment and subject to meeting all other entry criteria, the NZLC Enrolment Officer will send a receipt of payment and a COE (Confirmation of Enrolment), stating the student's name, date of birth, period of study, course type and accommodation period. These documents can be used when applying for a visa; however NZLC provides no guarantee that providing such information will result in a visa application being accepted.
- Once NZLC receives the full payment and flight details our Accommodation staff can begin to arrange accommodation and airport transfer services. These confirmation letters with details can be sent at least 1 week before the student's departure.
- If travel/medical insurance is bought through NZLC, the insurance certificate will be given to the student on arrival.

NZLC Fee Protection

All student fees are transferred directly to an independent Trust Account. Walker Wayland Auckland Ltd is the nominated trustee for the protection of all NZLC student fees. Fees are released to NZLC by the Trustee on a draw down basis as the student's course is provided by NZLC.

NZLC Cancellation, Withdrawal, Changes and Refund/Penalty Policies and Procedures

4 weeks or more before course/service commencement:

- Enrolment Fee: No Refund
- Accommodation Arrangement Fee:
 - After Accommodation Confirmation released: No Refund
 - After accommodation placement service has started but before the Accommodation Confirmation is released: 50% Refund
 - No arrangement started: 100% Refund
- Accommodation Fees: 100% Refund
- Tuition: 100% Refund
- Airport transfer/Insurance: 100% Refund
- All other arrangement fees incurred: No Refund

Less than 4 weeks before course/services commencement:

- Enrolment Fee: No Refund
- Accommodation Arrangement Fee: No Refund
- Accommodation Fees:
 - Homestay before the Homestay Confirmation letter released:
 - With 2 – 4 weeks' notice: No penalty
 - Less than 2 weeks' notice: 1 week penalty
 - Homestay after the Homestay Confirmation letter released: 1 week penalty
 - NZLC City Accommodation refund conditions – refer to each accommodation provider's conditions. If there is any doubt that the arrival time will change from the original scheduled arrival date, NZLC should be contacted immediately so the accommodation arrangement process can be delayed. Otherwise there may be a re-arrangement fee plus a penalty depending on the booking situation and provider.
- Tuition: 100% refund
- Airport transfer/Insurance:
 - 2 working days or more notice prior to arrival: 100% Refund
 - Less than 2 working days' notice prior to arrival: 50% Refund
 - Less than 24 working hours' notice prior to arrival: No Refund
 - Student did not arrive with provided flight details (No Show): 50% Refund
- All other arrangement fees incurred: No Refund

After course/service commencement:

- Enrolment Fee: No Refund
- Accommodation Arrangement Fee: No Refund
- Accommodation Fees:
 - Homestay:
 - 2 weeks or more notice: 100% refund less any other fees incurred
 - Less than 2 weeks' notice: No Refund
 - NZLC City Accommodation – refer to each accommodation provider's conditions
- Tuition:
 - Courses less than 5 weeks: Students who withdraw within the first 2 days of the course will be entitled to a refund of 50% of the tuition fees.
 - Courses of 5 weeks or more but less than 3 months: Students who withdraw within the first 5 days of the course will be entitled to a refund of 75% of the tuition fees.
 - Courses of 3 months or more: Students who withdraw within the first 10 working days of the course (the course/s listed in each NZLC Enrolment Form) will be entitled to a full refund of the total tuition fee, less a deduction of costs incurred by NZLC up to a maximum of 25% of the fees paid.

(NZLC may consider a 'deferral' where the course must be recommenced within 12 months from the date of original course completion date. Any adjustment of fees for the following year crossover will need to be paid by the student. NZLC will respond with our decision to the student within 2 weeks of receiving the written request. In the event a 'deferral is approved', NZLC will produce a Credit Note and provide a copy to the student. A \$200 administration fee will be charged for reissuing the invoice and COE for the Credit Note course portion.

- Airport transfer/Insurance – No Refund (the return airport transfer fee is refundable)
- All other arrangement fees incurred: No Refund

Visa Rejection:

Tuition fees will be refunded in full within 4 weeks from the date of receipt of notice (written proof from NZ Immigration needs to be provided).

Visa Cancellation:

In the case of non-compliance with visa conditions after arrival in New Zealand and if students are forced to cancel all or part of their course, no refund is available for the unused study weeks.

Missed Days due to late arrival:

If students arrive after the commencement date, these "missed Days" will not be reinstated, and no refund will be given.

Unpreventable event / Natural disaster:

In the event NZLC must close due to an unpreventable event or natural disaster (eg. city power blackout, storm), then there will be no refund for any "missed days".

Cancelled course / refused entry to a course:

If the course that a student has enrolled in does not commence or if the student does not meet the entrance requirements of a specific course that they have been provisionally enrolled in, the tuition fee can be transferred to another more suitable course within NZLC or a full refund will apply.

Misconduct and Termination:

NZLC reserves the right to terminate this agreement at their sole discretion if dissatisfied with the student's conduct, behaviour or willingness to comply with disciplinary procedures. No refund is available for unused study weeks.

Procedures:

- Withdrawal / Cancellation of enrolments: A written request must be sent to NZLC.
- Transfer/Holiday Request/Change to enrolments: A written request must be sent to NZLC 4 weeks in advance.
- Homestay Change/Cancellation: A written notice must be sent to NZLC 2 weeks in advance.
- City Accommodation Change/ Cancellation: follow each service provider's conditions.
- Any approved refunds will be paid to the student or the student's Representative Agent unless written permission is directed by the student to pay via another party.

Additional administration fees and other arrangement fees incurred are at the expense of the student. For example:

- Reissuing COE for the Credit Note: \$200 per request
- School Transfer: \$50 per request
- City Link Change: \$50 per request
- Second Accommodation Arrangement Fee: 50% to 100% of the original rate
- Re-issuing a Graduation Certificate: \$50
- Secure postage: \$80 - 120 for A4 certificate

For more details on the withdrawal and refund rules in NZ, refer to the NZQA website: www.nzqa.govt.nz

NZLC Homestay/Accommodation/Airport Transfer Arrangement Policies

Once NZLC receives the full payment and flight details at least 4 weeks before the student's course start date, NZLC Accommodation staff can begin arrangement of the services requested. A confirmation letter with details will be sent at least 1 week before the student's arrival date.

If students need to apply for a visa to enter NZ and have not yet confirmed it 4 weeks prior to the course start date or if they are not able to make payment and/or provide flight details prior to the minimum required weeks mentioned in the "NZLC Conditions of Acceptance", then NZLC must be informed immediately to discuss the options in order to avoid the maximum cancellation penalty charge. Otherwise the student's enrolment and/or requested services might be cancelled.

In addition to the NZLC Homestay/Accommodation rules and regulations, students must also comply with the rules set down by the homestay family or accommodation provider.

Homestay

Once NZLC receives full payment and flight details, the Accommodation staff can begin to arrange a homestay.

Homestay Standard: Single Room Placement / Half Board:

In a NZLC homestay, students will be provided with a furnished single room, breakfast and dinner on weekdays and three meals on weekends if they are at the homestay. NZLC Accommodation staff will do their best to find a homestay that matches the interests and preferences mentioned on the enrolment form. Twin share and Full Board options are also available.

Homestay Arrangement:

NZLC homestay arrangements may be varied only through NZLC, not directly with the Homestay. NZLC may vary the student's homestay arrangements at their sole discretion if it is fit to do so.

Homestay Change:

Any change to the homestay arrangement will incur a fee. A second Homestay Arrangement fee applies.

Extension with the same homestay:

If students wish to stay longer in the same homestay, they must inform NZLC Accommodation staff at least 2 weeks in advance. A second homestay is subject to availability.

City Accommodation

The accommodation option must be chosen and stated on the enrolment form. Once this is received, NZLC will contact the accommodation provider to check the availability. If the selected option is available, NZLC will make the pre-booking and this will be stated on the invoice. If the selected option is not available, students must send their alternative option. Once NZLC receives the full payment and flight details, the booking will be confirmed.

NZLC can check the availability in advance if the student's full name, gender, nationality, date of birth, check-in date and check-out date is sent. No booking can be made until NZLC receives the enrolment.

Airport Transfer

Once NZLC receives the full payment and flight details, our Accommodation staff can begin to arrange airport transfer services.

NZLC Student Conduct, Obligations and Provision of Information

- CONDUCT: Students enrolled at NZLC will comply with all terms, conditions, policies, operating standards, rules or regulations that apply including, but not limited to, our published school "rules and regulations".
- All NZLC students must comply with their relevant visa conditions at all times. Please note that NZLC is legally obliged to report any breaches of visa conditions to New Zealand Immigration Service.
- As per student visa requirements, all NZLC student visa holders must maintain Full Time attendance and show suitable academic progress.
- PERSONAL INFORMATION provided to NZLC will be made available to New Zealand agencies where applicable. It is the student/parent/guardian's responsibility to provide NZLC with true, correct and up to date information. Students will have the right to correct personal information held about them. The student and NZLC mutually agree that information held regarding the student's academic progress is evaluative material and not personal information. NZLC may check or disclose the personal information that is held about students with or to such persons as credit agencies, homestay providers, local schools, activity providers and the New Zealand Immigration Service in order to carry out the responsibilities under this agreement. Students consent to and authorise this.
- NOTICE OF ADDRESS: Students will keep NZLC staff informed at all times of their current address and phone number in New Zealand while undertaking NZLC courses. Students agree that this is an important term of the agreement, the breach of which shall entitle NZLC summarily to terminate this agreement and to expel the student from the school.
- MISCONDUCT: Students will comply with NZLC disciplinary procedures and NZLC reserves the right to terminate this agreement at their sole discretion if a student's conduct, behavior or willingness to comply with disciplinary procedures is deemed unsatisfactory.
- TERMINATION: If students fail to meet the obligations under this agreement, NZLC will send a written notice explaining what is wrong, what needs to be done and when it must be done by. If students do not comply with that notice this agreement may be terminated immediately.
- Please note, that if students are late to class, they may be marked absent or not be permitted to enter the class until the next session. If students are regularly absent or late to class, or disruptive in class, they may receive a warning from the Teacher or the Director of Studies. If the behavior continues, then students may be asked to show cause in writing to the Principal as to why the enrolment should not be terminated.
- If a student's enrolment is to be terminated for reasons other than poor attendance, the NZLC Principal will consult with the NZLC Director and make a decision.
- LIABILITY: Consumer Guarantees Act – nothing in this clause shall limit or reduce the student's rights (if any) under the Consumer Guarantees Act 1993 unless the student requires NZLC services for the purpose of business in which case they agree that the Consumer Guarantees Act will not apply. Exclusion and Limit of Liability – NZLC will not be liable to the student any loss or damage (whether direct, indirect or consequential) whatsoever whether caused through breach of contract or breach of any other obligation owed for any other reason, or through the negligent omission or any other act of a third party, or through any event beyond NZLC's control, except as cannot be excluded by law. The student will indemnify and hold NZLC harmless in respect of all losses, damages and costs (on a full indemnity basis) incurred by or awarded against NZLC arising out of any claim by any person in relation to the student's conduct in New Zealand.
- WARRANTY/CONSENTS: The student warrants that as a party to this agreement they are a person aged over 18 years and/or have legal capacity to execute this agreement in respect of the student. If the reader is not a student then they warrant that you have explained to the student all their obligations under this agreement. In the event that the student suffers a personal injury or illness at any time during their course in New Zealand, they consent to the arrangement of such medical intervention as is necessary to preserve life and/or wellbeing by NZLC, NZLC agents and/or third party service providers, and the student, (or person responsible) release NZLC from any liability in respect of such action, and will indemnify and hold NZLC harmless for all cost or liability we incur in respect of such action.

NZLC Student Attendance, Behaviour and Attitude

- Students are expected to attend 100% of their courses.
- Attendance is marked per session and collated/recorded at the end of each week.
- If a student is going to be absent from a class or session, the NZLC staff must be informed.
- If a student is absent from school for 3 days or more, a medical certificate must be provided.
- If there is a valid excuse for the absence such as a doctor's certificate, this will be taken into consideration should the student receive a warning letter.
- If a student is regularly absent, late to class, or disruptive in class, they may be asked to show cause in writing to the NZLC Principals as to why the enrolment should not be terminated.
- If a student's current attendance falls below 90%, the NZLC staff will send the student a first warning letter. The student will be asked to acknowledge their responsibility to improve their current attendance.
- If a student's current attendance falls below 85%, NZLC staff will send the student a second warning letter. The student will be reminded about their previous acknowledgement of their responsibility to improve their attendance. They will be asked to explain the reason for their poor attendance. The student will then be monitored by NZLC staff regarding the attendance, until NZLC is satisfied there is improvement. NZLC will inform the student's agent/parent/guardian of the current situation, and the consequence in the event that the current attendance falls lower. During this phase, if a student misses 20% of their classes in one week, they will be asked to show cause in writing to the Principal as to why their enrolment should not be terminated.
- If a student's current attendance falls below 80%, the NZLC staff will send the student a third and final warning letter, asking them to show cause in writing to the Principal as to why the enrolment should not be terminated. The NZLC Principal will consider the explanation, and prepare a written response to the student's last known address in New Zealand. Even if the student's explanation is accepted, if the overall attendance is below 80% a final assessment document will still be issued with a statement that the attendance did not meet the required standard by English New Zealand.
- Notwithstanding that NZLC monitors the attendance of students, NZLC provides no guarantee as to the qualification or level of qualification that a student achieves on completion of a course provided by NZLC.
- In the case of an enrolment termination, the student will be asked to leave immediately, without entitlement to a refund, deferral or Graduation Certificate. In addition, NZLC will report all student visa holders to the New Zealand Immigration Service about the situation. Similarly, NZLC will notify the student's agent/parent/guardian of the decision.
- Students are entitled to check their attendance whilst they are studying at NZLC. They should see the NZLC staff.
- If a student requires an official NZLC Attendance Certificate, they should see the NZLC staff to complete the NZLC Attendance Certificate Request Form. The student will receive an NZLC Attendance Certificate within 1 week.