

CONDITIONS OF ENROLMENT

STUDENT CONTRACT. The code of practice under which COLC operates requires that we have a signed contract with all of our students.

REGISTRATION is necessary at least 2 weeks before the course commences.

FULL PAYMENT OF ALL FEES IS DUE before the course commences.

NO TRANSFER OF FEES.

COURSE CHANGES only at the discretion of the Director. Student can make one course change but further course changes will incur a \$100 administration fee.

DISCIPLINARY PROCEDURES: Students will normally be given two verbal warnings and one written warning in an attempt to remedy the problem prior to expulsion. In any case where a student is in breach of New Zealand law then expulsion can be immediate. Immigration authorities will then be informed that the student is no longer enrolled at Coromandel Outdoor Language Centre. If students are absent for 2 weeks without prior approval, expulsion can be automatic.

STUDENT COMPLAINTS

1. Students should first complain to any teacher.
2. If necessary students can later approach the Director of Studies.
3. If necessary students can later approach the School Director or, in his absence, the School Manager.
4. If the issue regards a Code of Practice dispute, students can later fill out this form <http://www.nzqa.govt.nz/assets/Providers-and-partners/Code-of-Practice/formal-complaint-form.pdf> and email it to: qadrisk@nzqa.govt.nz.
5. If the issue regards a contractual and/or financial dispute, students can later contact iStudent Complaints by filling out this form <http://www.istudent.org.nz/making-a-complaint/complaint-form> or phoning 0800 00 66 75

REFUNDS: All fees are converted to NZ\$ on the day of receipt and the refund is the equivalent of the NZ\$ value on the day of receipt. All applications for refunds must be accompanied by the original documents issued by Coromandel Outdoor Language Centre along with evidence that the documents were not used to obtain a visa to come to New Zealand. All refunded monies must go to the person from whom Coromandel Outdoor Language Centre received the monies.

1. If the enrolment period is **1 – 34 days**, and the withdrawal is within the first **2 days** of the course, the amount of the refund will be 50% of total fees paid, less any fees used. After **2 days** or more, there may be no refund.
2. If the enrolment period is **34 days – 3 months**, and the withdrawal is within the first **5 days** of the course, the amount of the refund will be **75%** of total fees paid, less any fees used. After **5 days** or more, there may be no refund.
3. If the enrolment period is more than **3 months**, and the withdrawal is within the first **10 days** of the course, there will be a full refund less administration costs of **10%** of the total fee, or \$500.00, whichever is the lesser of the two. After **10 days** or more, there may be no refund.
4. NOTE: Total Fee refers to all fees paid to COLC including tuition, accommodation and one off fees. Any accommodation fees paid to COLC will be refunded on a pro rata basis (that is, if the student is in homestay, the number of nights used will be deducted from any refunds). Refunds do not include registration fee, homestay placement fee or airport transfer fees, if the student withdraws after the start of the course.

PUBLIC HOLIDAYS: No compensation is given for days the school is closed due to Public Holidays. The normal weekly rate is payable for weeks in which there are holidays. The Public Holidays dates are available upon your request.

AGES ACCEPTED: Minimum age 16 years for individual students.

HOMESTAY ACCOMMODATION is arranged only for the duration of the studies, except in special circumstances. The family must be respected, their home is not a hotel.

LIABILITY: Coromandel Outdoor Language Centre cannot be held responsible for any sickness, injury, damage or loss incurred within the Language Centre or on Language Centre activities. It is the responsibility of the student to arrange personal insurance. Coromandel Outdoor Language Centre can provide information about insurance. Coromandel Outdoor Language Centre cannot be held responsible for any Language Centre closure due to circumstances outside the control of Coromandel Outdoor Language Centre. There is no refund in such circumstances. If the weather is unsuitable for any activity an alternative activity will be arranged. No refunds for cancelled/alternative activities.



ALL STUDENTS UNDER THE AGE OF 18 who have no legal guardian resident in New Zealand, must stay at Coromandel Outdoor Language Centre arranged accommodation, and have prearranged arrival and departure transfers.

AT PRESENT GOVERNMENT TAXES include 15% Goods and Services Tax (GST). If Government taxes increase, such increases will be added to fees.

PERSONAL LIABILITY: The Law concerning personal liability in New Zealand is entirely contained in the Injury Prevention Rehabilitation and Compensation Act 2001 (Section 20). No personal injury claim can be made against Coromandel Outdoor Language Centre or any other company, organisation or any individual.

CONTACT DETAILS: Students must advise Coromandel Outdoor Language Centre of all changes.

PASSPORT: Students must bring their passports to Coromandel Outdoor Language Centre on the first day of lessons.

STUDENT FEES PROTECTION POLICY:

- (1) We use Public Trust's Fee Protection service to provide an independent trust account for the protection of your student fees. This ensures that sufficient monies are available at all times to refund the 'unexpired' portion of fees in the unlikely event that we are no longer able to deliver your programme, for whatever reason. www.publictrust.co.nz This arrangement has been accepted by the New Zealand Qualifications Authority as meeting the requirements of the Education Act 1989 and the Student Fee Protection Rules 2013.
- (2) Fees are protected as provided for in the Ministry of Education Code of Practice for the Pastoral Care of International Students.
- (3) Students will be required to sign the Student Acknowledgement Form that will release the funds to COLC after the appropriate period.
- (4) Parents of students under the age of 18 will also be required to sign this form.

CODE OF PRACTICE FOR THE PASTORAL CARE OF INTERNATIONAL STUDENTS: COROMANDEL OUTDOOR LANGUAGE CENTRE has agreed to observe and be bound by the Code of Practice for the Pastoral Care of International Students administered by NZQA. Copies of the Code are available on request from the New Zealand Qualifications Authority website at <http://www.nzqa.govt.nz/providers-partners/caring-for-international-students/>

IMMIGRATION: Full details of immigration requirements, advice on rights to employment in New Zealand while studying, and reporting requirements are available through the New Zealand Immigration Service, and can be viewed on their website at <http://www.immigration.govt.nz>.

ELIGIBILITY FOR HEALTH SERVICES: Most international students are not entitled to publicly funded health services while in New Zealand. If you receive medical treatment during your visit, you may be liable for the full costs of that treatment. Full details on entitlements to publicly-funded health services are available through the Ministry of Health, or can be viewed on their website at <http://www.moh.govt.nz>

ACCIDENT INSURANCE: The Accident Compensation Corporation provides accident insurance for all New Zealand citizens, residents and temporary visitors to New Zealand, but you may still be liable for all other medical and related costs. Further information can be viewed on the ACC website at <http://www.acc.co.nz>

MEDICAL AND TRAVEL INSURANCE: International students (including group students) must have appropriate and current medical and travel insurance while studying in New Zealand. We are unable to accept your enrolment unless you have insurance that will cover the cost of medical treatment including diagnosis, prescription, surgery and hospitalisation while in New Zealand and repatriation to cover returning to country of origin. Your insurance must cover your travel to and from New Zealand and any loss of luggage. Please advise if you require any help arranging travel and medical insurance. We can arrange insurance for you with Uni-care, their website is <http://www.uni-care.org> You must bring proof of insurance documentation with you on your first day.