



Rewi Alley Academy Terms and Conditions of Enrolment

1. Enrolments

- 1.1 Enrolments are subject to the following conditions, which are legally binding on confirmation of acceptance by Rewi Alley Academy (RAA).
- 1.2 Enrolment is completed when RAA receives and accepts payment of fees.

2. Class Placement

- 2.1 A student's placement in a particular course of study is provisional on the results of an entry test and interview taken by the student on arrival at RAA.
- 2.2 The student will be advised of their placement and RAA reserves the right to make the final decision on the appropriateness of the course for each student.
- 2.3 Placement is not conditional on a student's English Language level.

3. Fees

- 3.1 Full payment of fees in New Zealand Dollars (NZ\$) is required at least 14 days in advance of course commencement.
- 3.2 The school is not responsible for any changes in the value of currencies or for student's bank fees.
- 3.3 Non-payment of fees may result in the withholding of services by RAA.
- 3.4 Course fees are based on complete weeks, including weeks with public holidays. Students choosing to attend for part of the week must pay fees for the whole week.
- 3.5 All Course fees are inclusive of New Zealand government imposed GST (Goods and Services Tax)
- 3.6 Fees may not be transferred to any other person or institution.
- 3.7 Student Course fees will be transferred from RAA Student Fees Trust Account to Rewi Alley Academy trading account every fortnight in arrears.
- 3.8 If students extend their course, Conditions of Enrolment also apply to their extension, even if no separate document is signed.
- 3.9 The first day of attendance at RAA is considered to be the commencement of the course.

4. Insurance

- 4.1 All student Course fees will be indemnified through direct payment into RAA Student Fee Trust Account with Public Trust (see Student Handbook for Trustee details) and student purchase of a compulsory Travel and Medical insurance policy.
- 4.2 Proof of Travel and Medical insurance is required before a student enrolment is accepted.

5. Cancellations and Refunds

- 5.1 If the Academy has to cancel a course, students will be offered an alternative course or a full refund of all Course fees paid for that course.
- 5.2 Cancellations by students of course enrolment before course commencement will result in a full refund of fees, except for the enrolment administration fee (NZ\$300 for international students applying from overseas and NZ\$100 for students applying within New Zealand), one-off public trust fee (NZ\$35), and home-stay placement fees (NZ\$250, if applicable).
- 5.3 There is no refund of course fees for late entry to, absence from, or early departure from a course.
- 5.4 Once full-time tuition has started, a student may change to a part-time course but no refund will be given for the difference between full-time and part-time courses.

- 5.5** In the event of a course closure due to natural disaster or else, a refund on pro rata basis will be made for affected students in accordance with NZQA Student Fee Protection Rules 2013.
- 5.6** Students wishing to withdraw their courses must give written notice to RAA.
- 5.7** Students making formal withdrawal from a course once the course has started will receive a fee refund provided their withdrawal is within statutory refund period or any refund time frame specified by RAA. The proportion of fees refunded depends on the length of a course and whether a student is international or domestic. The following refund policies apply.
- 5.7.1 International students**
- 5.7.1.1** For courses less than five weeks in duration, the statutory withdrawal and refund period is two days. Students who withdraw before the end of the second day will receive a refund of 50% of fees.
- 5.7.1.2** For courses five weeks or longer but less than three months in duration, the statutory withdrawal and refund period is five days. Students who withdraw before the end of the fifth day will receive a refund of 75% of fees.
- 5.7.1.3** For courses three months or longer in duration, the statutory withdrawal and refund period is ten working days. Students who withdraw during the statutory withdrawal and refund period will receive a refund less a deduction of costs incurred by RAA up to 25% of fees.
- 5.7.1.4** There will be no refund outside statutory withdrawal and refund periods except for compassionate considerations (see 5.8).
- 5.7.2 Domestic students**
- 5.7.2.1** For courses less than three months in duration, these RAA refund policies apply.
- 5.7.2.1.1** Students who withdraw courses less than five weeks in duration before the end of the second day from the date the students are required to attend and students who withdraw courses five weeks or longer but less than three months in duration before the end of the fifth day from the date the students are required to attend will receive a refund less 20% of the fees paid or NZ\$3,000, whichever is the lesser.
- 5.7.2.1.2** Students who withdraw courses less than five weeks in duration after the first two days and students who withdraw courses five weeks or longer but less than three months in duration after the first five days will not receive a refund unless for compassionate considerations (see 5.8).
- 5.7.2.2** For courses three months or longer in duration, the statutory withdrawal and refund period is eight calendar days. Students who withdraw before the end of the eighth calendar day will receive a fee refund except for 10% or NZ\$500, whichever is the lesser. There will be no refund outside the statutory withdrawal and refund period unless for compassionate considerations (see 5.8).
- 5.8** In accordance with the Education Amendment Act 1989, refund on compassionate grounds, serious illness or bereavement outside the statutory periods will be made at the discretion of the Academy Coordinator. An authorized Medical Certificate is required. In some cases, fees may be deferred.
- 5.9** All course fees paid are refunded if students living overseas cannot get a visa to travel to New Zealand.

6. Fees Protection

- 6.1** In accordance with the Education Amendment Act 1989 and Education Amendment Act in August 2011, all student fees will be initially held in Rewi Alley Academy's Student Fees Account with Public Trust. After an initial drawn down of 20% or NZ\$3,000 whichever is the lesser at the end of statutory withdrawal and refund periods, the fees will be transferred from the Student Fees Account with Public Trust to Rewi Alley Academy's trading account fortnightly in arrears over the length of courses.
- 6.2** Application for a refund of fees. See: **5. Cancellations and Refunds.**

7. Vacations /Public Holidays

- 7.1** If a student wishes to take a holiday (maximum two weeks) during the course, fees may, at the discretion of the Academy Coordinator, be carried over to later dates.
- 7.2** RAA is closed during New Zealand public holidays.

8. Homestay/Alternative Accommodation

- 8.1** RAA arranges home-stay accommodation at request.
- 8.2** Students must pay the homestay fee if they take leave from home-stay for less than one week during the course. If their absence is longer than one week, a retainer fee is payable to secure the homestay.
- 8.3** It is a condition of homestay that the host may, in situations of concern, provide information to RAA about the student's welfare or about any breach of the home-stay rules.
- 8.4** Home-stay fees must be paid for all public holidays.
- 8.5** Two weeks of notice must be given if a student wishes to terminate home-stay.
- 8.6** If a student leaves a home-stay before the end of the period paid for, the remaining home-stay fees are refunded, less a 15% cancellation fee.
- 8.7** Guardian/Caregiver fees are non-refundable once a student has arrived in New Zealand.
- 8.8** Home-stay placement fee is non-refundable if a student withdraws from a course for whatever reason.
- 8.9** The student must notify RAA of any change of contact details or address.

9. Rules

- 9.1** Students must accept and comply with RAA rules.
- 9.2** RAA rules, disciplinary and complaint procedures are listed in the Student Handbook.
- 9.3** Students who do not follow RAA rules may be asked to leave RAA without a refund of fees (except for home-stay).
- 9.4** Students must obey the laws of New Zealand.
- 9.5** The New Zealand Immigration Service will be informed if a student is expelled from RAA.

10. Attendance

- 10.1** Students are expected to attend classes regularly and punctually.
- 10.2** Attendance is a provision of student visa and non-attendance may result in the loss of student permit to study in New Zealand.

11. Visas

- 11.1** International students enrolling in courses of study longer than 3 months must obtain a New Zealand Student Visa.
- 11.2** Under New Zealand immigration law once full-time tuition has begun, a student may change to a part-time course but no refund will be given for the difference between full-time and part-time courses.
- 11.3** RAA is obliged to notify the New Zealand Immigration Service if the student terminates his/her study before the course has been completed.

12. Complaints & Grievances

We are concerned about any problems that you have at Rewi Alley Academy. If you are unhappy about something at the Academy, talk to your teacher first; if the issue is not solved, talk to the Student Support Officer; if the issue is still not solved, talk or write to the Academic Director; if the issue is still not solved, talk or write to the Trust Board. If after going through the internal procedures, the issue cannot be solved within Rewi Alley Academy, you can resort to the following.

<p>International students unable to resolve a complaint within the school, complaints relating to school procedures and student pastoral care may be made to:</p> <p>IEAA Tribunals Unit Level 1, 86 Custom House Quay Private Bag 32001 Panama Street Wellington 6146 Phone + 64 4 462 6660 Fax + 64 4 462 6686 Email ieaa@justice.govt.nz Website www.justice.govt.nz</p>	<p>All other students unable to resolve a complaint within the school should visit the website: http://www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/.</p> <p>You can download the complaint form and send your completed complaint form to: The Complaints Officer Quality Assurance Division P O Box 160 Wellington 6140</p> <p>Or complete the online form.</p>
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Student declaration

I have read and agree with the Rewi Alley Academy conditions of enrolment and fee deferment policy.

Student Name (Printed) _____

Student Signature _____

Date _____