



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 - 12.5%)
- 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 school 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 There is no refund of Course fees for late entry to, absence from, or early departure from a course.
- 5.3 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.
- 5.4 Cancellations before course commencement will result in a full refund.

- 5.5 Cancellations within the first eight days after course commencement will result in a refund of fees except for 10% or NZ\$500, whichever is the lesser. There is no refund paid to the student for cancellations after eight days.
- 5.6 In accordance with the Education Amendment Act 1989, any refund after eight days of course commencement for example on compassionate grounds, serious illness or bereavement, will be made at the discretion of the Academy Coordinator. An authorized Medical Certificate is required.
- 5.7 Students wishing to cancel their course must give written notice to RAA no more than 8 working days after course commencement.
- 5.8 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, fees for all courses, except for 10% of the total fee or \$500 whichever is the lesser, will be held in Rewi Alley Academy's Student Fees Trust Account until eight working days after a course begins. Fees will thereafter be transferred from the Students Fees Trust Account with Public Trust to Rewi Alley Academy's trading account fortnightly in arrears.
- 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. RAA acts as an agent in arranging for home-stay and makes payment for it as an agent.
- 8.2 It is optional for students under the age of eighteen years to stay in a home-stay for the whole period of their studies.
- 8.3 Students must pay the homestay fee if they leave homestay for less than one week during the course. If their absence is longer than one week, a \$50 retainer fee is payable to secure the homestay.
- 8.4 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.
- 8.5 Students who leave their home-stay and find alternative accommodation while attending RAA will receive an advance monthly payment equivalent to the home-stay fees.
- 8.6 Home-stay fees must be paid for all public holidays.
- 8.7 Two weeks' notice must be given if students wish to terminate their home-stay.
- 8.8 If students leave a home-stay before the end of the period paid for, the remaining home-stay fees are refunded, less a 15% cancellation fee.
- 8.9 Guardian/Pastoral Care fees are non-refundable once a student has arrived in New Zealand.
- 8.10 Home-stay placement fees are non-refundable if a student withdraws from a course for whatever reason.
- 8.11 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.
 - 10.1.1 Attendance is a provision of their student’s visa and non-attendance may result in loss of their student permit to study in New Zealand.

11 Visas

- 11.1 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

- 12.1.1 We are concerned about any problems that you have at Rewi Alley Academy. If you are unhappy about something at the school, there are many things you can do: talk to your teacher, our office staff, the Academic Coordinator, pastoral care person or student welfare officer in your language, or telephone or write to:

International students unable to resolve a complaint within the school, complaints relating to school procedures and student pastoral care may be made to:

The International Appeal Authority
 Tribunals Unit
 86 Custom House Quay
 Private Bag 32001
 Panama St, Wellington, New Zealand
 Email: ieaa@justice.govt.nz
 Fax: (04) 462 6660
 Tel: (04) 462 6686

All other students unable to resolve a complaint within the school should visit the following website:

The Complaints Officer
 Approvals , Accreditation and Audit(AAA)
 New Zealand Qualifications Authority
 PO Box 160
 Wellington 6140
 Tel: 0800 697 296
 E-mail: providercomplaints@nzqa.govt.nz

The kit can also be downloaded from
www.nzqa.govt.nz/for-learners/rights/complaints.html

Terms & Conditions revised 15 October 2009

Student declaration

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

Student’s Name (Printed) _____

Student’s Signature _____

Date _____