

## ECN Terms and Conditions

Please ensure you understand the following enrolment conditions.

### Enrolment Procedures

1. Enrolment is necessary at least two weeks before the course starts.
2. Fill out the Enrolment Form either in our prospectus, or on the website ([www.ecnenglish.com](http://www.ecnenglish.com)).
3. Return the Enrolment Form to ECN English Academy by fax or post, or to your agency with the enrolment fee. We will send you an invoice for the fees payable and a Conditional Offer of Place quoting fees and confirming the dates of your course.
4. Send payment by telegraphic transfer, international money transfer or bank draft. Payments should be made at least 7 days before your course starts.
5. When we receive payment, we will arrange your accommodation and send you an Offer of Place and receipt.

### Course Entrance

Entrance into the particular level of any course will be based on your achievement in the Level Test at ECN. Once you have completed the Level Testing your results will give you an indication of your entry level into the English course. If the class level is unavailable you will have the option of being contracted when a place becomes available.

### Ages Accepted

Open. However, if you are under the age of 18 you must have parental approval and a guardian. The enrolment form must be completed and signed by your parent/guardian.

### Class changes and Course changes

On successful completion of the academic requirements at your entry level, you may proceed to the level immediately above your initial level of achievement. No other student may move up a level except in special circumstances specifically approved by the Principal and/or Head Tutor. Course changes can only be made at the discretion of the Principal and/or Head Tutor.

### Student Fees Protection

ECN English Academy complies with the legislative requirements of the Education Amendment Act 1989 for the protection of student fees. Student Fees are protected by the trust account of Public Trust. ECN can only take this money every four weeks after your classes. This means that your unused money is completely safe. If ECN closed down, all your remaining money would be returned to you.

### Withdrawal and Refund Policies and Procedures

All requests for refunds must be made in writing to the Principal, and should include any relevant or supporting documents.

- Withdrawal before the course commences:  
A full refund will be given less either 10% of the tuition fee paid or NZ\$500 – whichever is the smaller amount.

- For short period enrolment:

Period of enrolment	Withdrawal period	Amount of refund
1 – 34 days	Within the first two days of the course	50% of tuition fee paid
	After more than two days	No refund
35 days – 3 months	Within the first five days of the course	75% of tuition fee paid
	After more than five days	No refund

- For long period enrolment (more than 3 months):  
Withdrawal within eight days of the start of the course:  
A full refund will be given less either 10% of the tuition fee paid or NZ\$500 – whichever is the smaller amount.

Withdrawal after eight days of the start of the course:  
No refund will be issued.

- Tuition fees are not transferable to another person or institution.
- If an applicant cannot obtain a visa to come to New Zealand, a full refund will be made on all fees paid including enrolment fee.
- Any refunds due will be processed within seven days of a written letter of withdrawal being received.
- The Academy reserves the right to alter, vary, or amend its fee structure, conditions of enrolment, course timetables and terms, minimum and
- maximum class size, staff roster, and availability of facilities at any time and without notice.

### Academy Rules and attendance

Students are expected to attend classes punctually, and to behave in a responsible manner at the school. Students must also obey the School Rules and the laws of New Zealand. ECN English Academy reserves the right to expel any student who breaks NZ law or the School Rules, or does not meet the minimum attendance requirement (85%) without the written permission of the Principal. If you are expelled, you will not receive any refund of fees. ECN will also notify the NZ Immigration Service.

### Liability

At ECN English Academy we will take every care to ensure your well-being. However, we shall not be liable for any loss or damage incurred within the school, with a homestay family or on a school trip or excursion.

### 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, and 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

Under NZ law, all international students must have appropriate and current medical and travel insurance while studying in New Zealand.

### Complaint procedure

If there are any complaints, the following procedure will be applied:

All complaints should be brought to the tutor's attention in the first instance.

If the tutor cannot resolve the issue, the complaint will be brought to a student counsellor who will discuss the complaint with the Student Welfare Management Team.

If the Academy cannot resolve the issue, the student will be advised to contact The International Education Appeal Authority, Ministry of Education, PO Box 1666, Wellington or NZQA, 0800 QA HELP (0800 72 4357).

### Code of practice

ECN English Academy has agreed to observe and be bound by the Code of Practice for the Pastoral Care of International Students published by the Minister of Education. Copies of the Code are available on request from this institution or from the New Zealand Ministry of Education website at <http://www.minedu.govt.nz>

### Immigration

Full details of visa and permit 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>.