



OFFICE USE ONLY:

- ☐ Spreadsheet
☐ Database
☐ Transport List
☐ Homestay

Ver:13.11.24

Application for Enrolment

Personal Information

Given Name		Family Name		
English Name:		Date of Birth (DD/MM/YYYY)		
Nationality		First Language		
Passport Number		Gender	Male ☐	Female ☐
Address				
City		Country		
Telephone		Email		
Occupation				

Please tell us of any learning difficulties you have so we can support your learning at RELA:

Emergency Contact Information

Name			
Address			
	Country		
Telephone	Email		

Course Information

Start Date (DD/MM/YYYY)		Finish Date (DD/MM/YYYY)	
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Which course do you want to join?

☐ General English (Intensive 25 hours)	General English (Full-time 20 hours)		
☐ General English (Mornings only)	General English with High School preparation		
☐ General English (Afternoons only)			
☐ English with activities (Full-time)	*Entrance to Exam courses is dependent on your level of English		
☐ Exam preparation (Full-time)*	☐ IELTS preparation	☐ Cambridge First	
☐ Exam Preparation (Afternoons only)*		☐ Cambridge Advanced	

What is our current level of English?

Beginner (Pre A1)	Elementary (A1)	Pre-Intermediate (A2)	Intermediate (B1)	Upper-Intermediate (B2)	Advanced (C1+)
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Why do you want to study English?

Career	Fun	Further Study	Other
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How did you hear about RELA?

Accommodation Details

Homestay Accommodation required	☐ Yes	☐ No, I will make my own accommodation arrangements	
First night in homestay		Last night in homestay	
Do you smoke/vape?	☐ Yes	☐ No	
Do you have an allergy to cats?	☐ Yes	☐ No	
Do you have an allergy to dogs?	☐ Yes	☐ No	
Are you allergic to any food?	☐ Yes	☐ No	
If yes, what food are you allergic to?			
Do you have any health problems or other major allergies?	☐ Yes	☐ No	
If yes, please list them:			
Your Hobbies/Interests			

Insurance: Please note: Insurance is compulsory for all students. By law you cannot start classes without proof that you have purchased Medical and Travel insurance. We strongly recommend that this insurance covers your travel to and from New Zealand as well as for the duration of your stay.

I want RELA to arrange insurance for me	☐	Yes
	☐	No, I will arrange my own insurance and I will send proof before my course begins

Do you have any health problems we need to know about? *Pre-existing conditions will probably not be covered*

Airport Transfers

ARRIVAL: I want RELA to arrange transport from		DEPARTURE: I want RELA to arrange transport to	
☐	Auckland International Airport	☐	Auckland International Airport
☐	Rotorua Airport	☐	Rotorua Airport
☐	Rotorua Bus station/I-site	☐	Rotorua Bus station/I-site
☐	I will arrange my own transport	☐	I will arrange my own transport

Arrival Flight Details:

Departure Flight Details:

Conditions of Enrolment

1. Enrolments

- 1.1 Enrolment is subject to the following conditions and becomes a legal contract on acceptance of a student by Rotorua English Language Academy (RELA).
- 1.2 Enrolment is confirmed when RELA receives full payment of fees.
- 1.3 RELA reserves the right to modify its course arrangements and to alter its specifications and fees without prior notice.
- 1.4 The minimum enrolment is 2 weeks for tuition and 1 week for homestay.
- 1.5 Enrolment at RELA is subject to the school having a class at the appropriate level for the student. RELA reserves the right to cancel courses and services which do not meet the minimum student number.

2. Fees

- 2.1 All fees must be received by RELA 14 days before the course commences.
- 2.2 Non-payment or not having proof of payment may result in withholding of services by RELA.
- 2.3 In the event of absence or early departure from the course, no refund is possible, unless the conditions of RELA's refund policy are met.
- 2.4 Students pay for their own textbooks.
- 2.5 Exam fees for IELTS, TOEIC and Cambridge examinations are an extra cost.
- 2.6 All tuition fees include the New Zealand Government Goods and Services Tax (GST) - 15%. Any changes to this tax would affect the quoted fees.
- 2.7 The usual weekly tuition rates apply for weeks where the dates fall on Public Holidays.

3. Homestay Accommodation

- 3.1 Homestay accommodation includes morning and evening meals from Monday to Friday and all meals on weekends and Public Holidays.
- 3.2 Any requests for cancellations or changes to homestay accommodation must be made to RELA at least 7 days before the cancellation or change. Failure to allow this amount of time may mean an extra payment of 7 days accommodation fee.
- 3.3 Homestay fees are paid to RELA at the time of enrolment.
- 3.4 A fee of NZ\$30.00 per week is payable to the homestay family to reserve accommodation during a period of absence.
- 3.5 In arranging homestays RELA acts only as an agent. The student is responsible for providing insurance to cover accident, illness or damage to property which may happen during the student's stay with the host family.

4. School Rules – see following page for full list of rules

- 4.1 The rules of RELA are to help the Academy run smoothly and students must keep to these rules as a contractual condition of enrolment.
- 4.2 Should a student not comply with the Academy rules and the laws of New Zealand, the school reserves the right to expel the student. A student can be expelled because of unacceptable conduct, an unsatisfactory attitude towards work or poor attendance. Any expelled student may forfeit all tuition fees.
- 4.3 Immigration New Zealand will be informed if a student on a student visa is expelled.

5. Entry Requirements and Assessment of prospective international students

- 5.1 RELA offers courses at multiple levels. Students may be asked to take a short test as part of the application process. After enrolment and payment of fees we will send an online placement test. For most students this will be the Oxford Online Placement test <https://www.oxfordenglishtesting.com/>. If a student does not complete this test before arrival at the school, they will do it on their first morning. This test, along with a short interview on arrival at the school, will help us find the correct class for each

- 5.3 It is important that younger students understand that they will likely be in classes with adults, and will be expected to behave accordingly, and show respect to other students and to staff.
- 5.4 Students under the age of 18 may need to provide evidence of their school record to prove that their academic standards and attitude to study are good enough to complete a RELA course.
- 5.5 All students already studying in New Zealand may also need to provide a progress report before their enrolment is accepted.
- 5.6 Students wishing to take examination courses have to show that they can meet the demands of the course. They may be asked to take a pre-entry test.

6. Liability and Insurance

- 6.1 RELA shall not be liable if the services contracted for cannot be provided for reasons beyond its control.
- 6.2 RELA reserves the right to change its courses if deemed necessary.
- 6.3 RELA is not liable for any damage, loss or injury to students or property, however caused, except where this liability is imposed by New Zealand law.
- 6.4 Students must have suitable Medical and Travel Insurance during their time in New Zealand. This insurance must be supplied by a reputable and established insurer with a credit rating no lower than 'A' from Standard and Poors or B+ from AM Best. The insurer must be able to provide services 24 hours a day, seven days a week. RELA can purchase for the student from Uni-care insurance suitable for New Zealand circumstances.

7. Minors

RELA recognises that students under 18 need special care and supervision after school.

8. School Closing Dates

RELA is open all year except for New Zealand Public Holidays and the weeks of Christmas and New Year. Please contact the school for the exact dates.

9. School Hours

Morning Classes: 8.30am - 12noon. Monday to Friday
 Afternoon Classes: 1.00pm - 3.00pm. Monday to Thursday
 Friday 1.00pm - 3.00pm. Students may join the school activity, have free time or do self-study.

10. Non-disclosure

Students must provide RELA with full information about health, behaviour and learning problems. Failure to do so may result in the termination of the student's contract to study at RELA.

11. Change of address

Students must inform the school if they change where they live. Students under 18 must inform the school if their parents' address changes in their home country.

12. By accepting the conditions of enrolment the student agrees to the free use of their image and written references in RELA promotional material

13. Validity

These conditions take effect from 14-05-24 and remain valid until revised by RELA.

Refund and Fee Protection Policy

Refund of tuition fees

- 1) For courses up to and including four weeks and six days
 - a) Where an international student withdraws within the **first two days** of the course RELA may keep **up to 50 percent** of the full amount of any payments made by the student to the school; and must refund the balance to the student.
- 2) For courses of five weeks or more but less than three months
 - a) Where an international student withdraws within the **first five days** of the course RELA may keep **up to 25 percent** of the full amount of any payments made by the student to the PTE for the course; and must refund the balance to the student
- 3) For courses of three months or more
 - 3.1) International students
 - 3.1.1 For courses of 3 months or longer, students withdrawing within the first 10 working days of the course will be refunded in full less a deduction of the costs incurred by the PTE, up to a maximum of 25% of the fee total paid. RELA will provide to you details of the cost components for the purpose of working out the maximum deductible percentage. In the event of a dispute over the cost component deducted, you can refer the matter to the International Education Appeal Authority
 - 3.2) Domestic students
 - 3.2.1 For courses of 3 months or longer, withdrawals made within the first 8 calendar days of the course will be refunded in full less a deduction of 10% or \$500 payable to the PTE, whichever is the lower amount.
- 4) Students who withdraw before the course commences will also be subject to the above criteria. That is they will be entitled to a refund less any amounts allowed to be retained by RELA as noted above.
- 5) If you are under 18, then we will discuss with you, your parents and agent the best way of refunding this money, so that all parties agree.
- 6) In 1, 2, and 3 above, "withdrawal" means stopping a course totally. If you wish to leave early for personal reasons, or if you are absent, you will receive no refund. If there are compassionate reasons, the Directors may use their discretion. Usually only if a close family member dies or if you, or a close family member, are seriously ill.
- 7) You may have extra holidays if the Directors agree. We do not usually agree to holidays in the first three months of the course. We do not refund fees, but the Directors may agree to extend the course by the number of days missed.
- 8) We do not refund fees for New Zealand public holidays.
- 9) We do not refund fees if you are asked to leave the school because of misbehaviour or poor attendance.
- 10) If your student visa is declined, we will refund your fees, less a \$250 administration fee.
- 11) Fees cannot be transferred to any other institution or student.
- 12) When a refund is made Immigration New Zealand will be informed that you are finishing early. This may affect your visa.

Refund of Homestay Fees

If you move out of your Homestay before the end of your contract, the portion of your Homestay fees not already used will be returned to you. The Homestay Placement Fee of \$250 cannot be refunded.

To have your Homestay Fees returned, you must write to the Directors giving one week's notice, or pay one week's fees in lieu of notice.

If you cancel your Homestay contract before you move into the Homestay, your fees will be refunded in full, less the Homestay Placement Fee of \$250.

Fee Protection Policy

- a) Rotorua English Language Academy provides its students with protection against the loss of their fees in the event of insolvency, closure, voluntary withdrawal of a course by RELA or withdrawal of school accreditation.
- b) The Academy protects student fees by depositing them in the Trust Account managed by the Public Trust. This is a New Zealand Government guaranteed Student Fee Trust Account, with progressive withdrawal of fees by the school during the student's course. On arrival in New Zealand, the student is asked to sign an application for the operation of his or her Student Fee Trust Account.

In the situations described in a) above, RELA will

- i. Refund the amount in questions to the student (or the student's parent or legal guardian); or
- ii. If directed by the student or the Code Administrator or the agency responsible for fee protection mechanisms, transfer the amount to another signatory as agreed with the student (or the student's parent or legal guardian)

This refund policy may be changed by RELA at any time, for example, following changes in NZQA requirements. For the most up-to-date refund policy consult our website <http://rela.co.nz/enrolment/enrolment-information/#Refund>

Complaints Procedure

If you have a complaint or a problem, here are some of the things you can do:

If you have a problem, please let us know. You can talk to your teacher, or one of our office staff. You can also talk to the School Director, Chris.

Our school is a member of English New Zealand. If you have a complaint we haven't been able to resolve, you may wish to write to our professional body and ask for assistance using admin@englishnewzealand.co.nz

If English New Zealand is unable to resolve your problem, or if you do not think your complaint has been dealt with adequately, you can contact the New Zealand Qualifications Authority (NZQA) You can find out more information at <https://www2.nzqa.govt.nz/about-us/contact-us/complaint/code-of-pastoral-care/>

If your complaint relates to the *Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021*, you can complete an online form at <https://www2.nzqa.govt.nz/about-us/contact-us/complaint/code-of-pastoral-care/>

If it is a financial or contractual dispute, more information is available from *Study Complaints/ Ngā amuamu tauira*, the combined student contract dispute resolution scheme www.studycomplaints.org.nz, Email: help@studycomplaints.org.nz, Free phone 0800 00 66 75.

School Rules

We want all of you to have an incredible time at RELA, to do well in your studies and to make new friends from all around the world. The following rules will help us achieve these goals and also help to make the school a pleasant place for everyone to study in. All of our rules are based upon the concept of showing respect for everyone, including you!

1. **Respect for others** – All students need to respect other students' personal and religious beliefs and cultural differences, and their right to study
2. **Attendance** – You need to attend 100% of your classes. Immigration New Zealand requires 100% attendance for all students on a student visa. RELA requires 100% attendance for ALL students regardless of the visa they hold. If you don't come to class, you can't learn. If you repeatedly fail to come to class, you will be issued with a warning and Immigration New Zealand will be advised. Your actual attendance is printed on your Leaving Report.
3. **Punctuality** – Be ready to start your classes on time. It is very disruptive to your classmates and teachers (and to your learning) if you arrive late for class. If you know you are going to be late or absent, please phone the school on 07 349 0473 so we know where you are and that you are okay.
4. **Leaving Class** – It is not okay to leave class part way through. It disrupts the lesson for everyone involved. If you do need to leave the class for a reason, you need to leave your phone on the table.
5. **Use English** – You need to make an effort to use English at all times in your classroom and in the student room. If you need to speak your own language outside of the classroom, please go outside.
6. **Phones** – All phones must be put on the table in front of you during class time. They must be switched to silent and you should not answer your phone if it rings, send/check text messages, or use Facebook or any other form of social media. Phones can only be used as a dictionary during class time and you must be ready to prove to your teacher and your classmates that it is the dictionary you are using. You cannot engage with the people in your class if you are distracted by your phone.
7. **Homework** – All homework given in class needs to be completed before class the next day. This is part of your student contract. If you do not do your homework, you won't be able to contribute to the follow-up pair or group work and discussion the following day.
8. **Food and Drink** – Please do not eat in the classrooms. If you need to have a drink it needs to be in a cup with a lid or in a drink bottle. In the student room and outside, after eating, please put your food and other waste in the bins provided. Do your own dishes and tidy up after you.
9. **Smoking and Vaping** – You can only smoke/vape in the smoking area. Please put cigarette butts in the bins provided. Do not throw them on the ground. If you are smoking in your car and get out, please do not throw your butt on the ground. This is littering and very offensive. Please wash your hands with soap before going back to class.
10. **Respect for the school** – Please look after the school grounds and buildings. Don't intentionally damage the property and please don't litter. This includes NOT swinging on your chair, which can damage chairs, tables and walls and cause accidents.
11. **New Zealand Laws** – You need to follow all New Zealand laws. If you don't, then you may be asked to leave the school.
12. **Driving** – All students who have a car/motorbike must come to the office and fill in the *Student Cars* form. No student aged under 18 can buy/drive or hire a vehicle while a student at RELA.

Most importantly, all students need to respect the class community and the learning process. Following these rules will help you do this. You need to contribute your ideas and your attention to your classmates and teachers at all times.

Please note that there are extra rules for students aged Under 18. These will be sent to students/ parents with invoices. If you would like a copy of these prior to this, please email the school english@rela.co.nz

Please note: Senior school management have the right to make the final decision about the interpretation of any of the school rules and act accordingly.

Code of Practice		
Rotorua English Language Academy (RELA) has agreed to observe and be bound by The Tertiary and International Learners Code of Practice administered by the New Zealand Qualifications Authority (NZQA). Copies of the Code are available on request from this institution or from the NZQA website at https://www.nzqa.govt.nz/providers-partners/education-code-of-practice/ Immigration : Full details of visa and permit requirements, advice on rights to employment in New Zealand while studying, and reporting requirements are available through Immigration New Zealand, and can be viewed on their website at 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, and can be viewed on their website at 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 www.acc.co.nz Medical and Travel Insurance : International students must have appropriate and current medical and travel insurance while studying in New Zealand. We strongly recommend that this insurance covers your travel to and from New Zealand as well as for the duration of your stay.		
Privacy		
Rotorua English Language Academy (RELA) collects and stores information from this form to manage the business (including internal reporting and administrative processes) , to comply with the requirements of the Education and Training Act 2020 and other legislation relating to maintenance of official records and accountability for public funding, and to supply information to government agencies and other organisations as set out below. RELA may add your personal details (name, date of birth and residency) to the National Student Index, which is managed by the Ministry of Education. Supply of information to government agencies and other organisations RELA supplies data collected on your enrolment to government agencies, including the Ministry of Education, the New Zealand Qualifications Authority, the Tertiary Education Commission, Immigration New Zealand (a branch of the Ministry of Business, Innovation and Employment). These agencies use the data supplied by tertiary education organisations to administer the tertiary education system, including allocating funding, develop policy advice for government and conduct statistical analysis and research. The Ministry of Education may supply data collected on this form to Statistics New Zealand for the purposes of integrating data with data collected by other government agencies, subject to the provisions of the Data and Statistics Act 2022. Integrated data is used for the production of official statistics, to inform policy advice to government and for research purposes. When required by law, RELA releases information to government agencies such as the New Zealand Police, Department of Justice, Ministry of Social Development, and the Accident Compensation Corporation (ACC). Information collected on this form may be supplied to other educational organisations for the purpose of verifying academic records. See our website, or email the school, for our full Personal Data Policy.		
Student Fee Trust Account Application Form (Agent Authority)		
A) All students enrolling in a course with total fees of \$500 or more are required to establish a Student Fee Trust Account by completing a Student Fee Trust Account Application Form (Application Form). B) The Application Form must be signed by a student (or a student's Guardian if the student is under 18 years old) and returned to RELA with this Enrolment Form. C) If RELA does not receive a signed Application Form with this Enrolment Form and a student is under 18 years old then by signing this Enrolment Form the student's guardian agrees to appoint RELA as their agent to sign the Application Form on their behalf D) This Agent Authority is limited as outlined above and does not permit RELA to sign any withdrawal or refund form on behalf of a student or student's guardian.		
Privacy Waiver for INZ/MOE		
By signing this enrolment form, I authorise the School Manager or Director at Rotorua English Language Academy, or the Executive Director at English New Zealand, to discuss my visa application for this provider with Immigration New Zealand; to obtain information regarding the processing of the visa application and the decision on the application. I give permission for my enrolment data and visa information to be shared between RELA, English New Zealand and relevant government agencies.		
Student Declaration		
I declare to the best of my knowledge all the information supplied on, and with this enrolment form is true and complete, I agree to abide by the conditions described above, including the Refund Policy and School Rules and I consent to the disclosure of personal information as described above. I agree to the Conditions of Enrolment of Rotorua English Language Academy. By signing this enrolment form, I give permission for any photos taken of me to be used by RELA for marketing purposes on their website, in their brochure, on their Facebook pages and on Instagram. By signing this enrolment form, I acknowledge that I have read and agree to be bound by:		
☐ The Conditions of Enrolment ☐ The Refund Policy ☐ The School Rules ☐ The Complaints Procedure		
Student Name/Signature	Date:	Agent Name / Stamp
(parent – if the student is under 18)	Date:	