

# Terms and Conditions of Enrolment at QRC

All students agree to be bound by the following terms as a condition of enrolment at QRC.

## 1. Enrolment

Applications for enrolment at QRC must include complete and accurate information. Any enrolment may be withdrawn without refund of fees where it is found that misleading or fraudulent information has been provided.

## 2. Rules And Regulations

Students agree to abide by general and course-specific rules and regulations and by the laws of New Zealand. Full details of rules and regulations, New Zealand law, conduct, attendance, dress code and academic requirements including circumstances in which tuition may be terminated are given at Orientation and in the students Programme Handbook.

## 3. Recognition Of Prior Learning

Enrolled students may apply for recognition of prior learning/credit where previous qualifications, study or experience are relevant to particular course outcomes. This must be done before course commencement. Full details are provided on our website or at interview stage.

## 4. Fees

Fees are paid annually and must be paid no less than one month prior to course commencement (unless otherwise stated) and places are not guaranteed until these have been paid in full. These are paid in advance for a maximum of one year. Enrolment will be cancelled unless the appropriate tuition fees have been paid by the payment deadline. When payments are made by telegraphic or electronic transfer the bank charges are debited to the student, this is the same for international banking fees/transfer. Tuition fees are not transferable. QRC reserves the right to amend its fees. For the most up-to-date fees, please refer to the QRC website. Enrolled students will not be subject to any subsequent fee increases during their course of study. Where tuition is affected by QRC observance of New Zealand public holidays, a minimum of three days shall constitute a week for tuition and fee purposes. Full details of New Zealand public holidays will be advised at Orientation.

## 5. Refund Policy

### Cancellation/Withdrawal by Student

All notices of cancellation/withdrawal must be made in writing to the Student Relations Manager and must be supported by appropriate documentation. The refund period varies for courses of different durations.

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 the QRC as noted above.

The accommodation placement fee and the enrolment fee are non-refundable.

- i. If QRC withdraws a Confirmation of Place or withdraws a course before commencement, all unused fees are refundable to the fee payer.
- ii. If after course commencement, QRC is unable to continue to deliver any course for which a student is enrolled, all unused fees are refundable by our fee protection supplier to the fee payer, or representative, or to an alternative course provider nominated by the fee payer. In this case refunds will be in accordance with the Student Fee Trust Account schedule Signed by the student during Orientation, otherwise on a pro rata basis in respect of short courses that are exempt from fee protection.
- iii. Provisions i and ii above do not apply to voluntary withdrawal by a student nor to dismissal or expulsion of a student by the college.
- iv. Where a Conditional Letter of Offer is made and the academic condition is not met, the tuition fees paid for the course will be refunded in full.
- v. A notice of student withdrawal due to exceptional circumstances may be accepted as grounds for consideration of a refund or part refund of unused fees by exception. This is subject to the provision of documentary evidence in support of the application, and will be

at the sole discretion of QRC. Grounds may include the inability to obtain a student visa, serious illness of a student, or death of a close family member. If a student fails to attend College without giving notice this will be taken as voluntary withdrawal.

- vi. In the event of a withdrawal from a course after commencement, QRC must be reimbursed for any fees, which have been paid or incurred by QRC or other representatives
- vii. QRC will not refund the fees if a student cancels or withdraws after the refund period above.
- viii. QRC will not refund the tuition fees of any student whose enrolment is withdrawn through the supplying of incorrect and/or fraudulent documentation.
- ix. QRC will not refund the tuition fees of any student who is removed from the college roll through non-attendance and/or is dismissed by the QRC Board.
- x. There is no refund entitlement in respect of withdrawal by the student from short courses of less than 3 days.
- xi. No refund is payable to domestic students for withdrawal from courses of less than 3 months duration. Courses of 3 months or longer are covered by the refund policy in Section 5.
- xii. Refunds will be paid by bank draft in New Zealand dollars, to a nominated bank account of the fee payer.

Withdrawal/Refund	Course Duration 3 days – 5 weeks (3 – 34 days)	
<b>Domestic Student</b>		
Withdrawal Period	Before course commencement	After course commencement
Refund Amount	No refund	No refund
<b>International Student</b>		
Withdrawal Period	Within the first 2 days of the course commencing or before course commencement	After 2 days of course commencement
Refund Amount	50% of total fees	No refund

Withdrawal/Refund	Course Duration 5 – 12 weeks (35 days – 3 months)	
<b>Domestic Student</b>		
Withdrawal Period	Before course commencement	After course commencement
Refund Amount	No refund	No refund
<b>International Student</b>		
Withdrawal Period	Within the first 5 days of the course commencing or before course commencement	After 5 days of course commencement
Refund Amount	No less than 75% of total fees	No refund

Withdrawal/Refund	Course Duration 3 months + (13 weeks +) QRC Diploma Programmes	
<b>Domestic Student</b>		
Withdrawal Period	Within the first 8 days of course commencement or before the course commences	After 8 days of course commencement
Refund Amount	Full refund less 10% of the total fee or \$500 whichever is the lesser amount	No refund
<b>International Student</b>		
Withdrawal Period	Within the first 10 working days of course commencement or before the course commences	After 10 days of course commencement
Refund Amount	Up to 75% refund of the total fee	No refund

## 6. Contact Details

All students are required to notify Student Relations of any change in their residential address or any other contact details while at QRC.

## 7. Loss Or Damage

QRC cannot be held responsible for any damage, loss or injury incurred within the College, or on a college activity or excursion. Your participation in any activity or sport is entirely your own choice. QRC accepts no responsibility in the event of any injury sustained during any activity or sport.

## 8. Privacy Act

Student information collected by QRC during the enrolment process and during the period the student is enrolled at QRC is intended for use in connection with the education and well-being of the student and may be used by any of the staff or agents of QRC in connection with that purpose. You have right of access to and correction of this personal information in accordance with the Privacy Act.

## 9. Study Abroad Paper Preference

For a full list of papers available, please refer to our website.

## 10. Electives

The running of elective classes are subject to minimum number requirements, to ensure an optimal learning environment.

## 11. QRC Lodge Signed Declaration

I have read the Terms and Conditions of QRC Lodge and agree to abide by the rules and code of conduct as expected at Queenstown Resort College. I also acknowledge that my contract is for Term 1 & 2. (Terms and Conditions found on [www.queenstownresortcollege.com](http://www.queenstownresortcollege.com))

## 12. International Students

The following terms and conditions of enrolment apply to international students studying at Queenstown Resort College. English language achievement is recognised through IELTS test results or an acceptable alternative.

### The Code of Practice for International Students

The Code is a document which provides a framework for service delivery by educational providers and their agents to international students. The Code sets out the minimum standards of advice and care that are expected of educational providers with respect to international students.

The Code applies to all educational providers in New Zealand with students enrolled on international study visas. The Code is mandatory to these providers and must be signed by them. Queenstown Resort College has agreed to observe and be bound by the Code of Practice for the Pastoral Care of International Students published by the Ministry of Education. The Code is available online from the Ministry of Education website [www.minedu.govt.nz](http://www.minedu.govt.nz).

## Visas and Permits

When you enrol from overseas, your agent or local NZ Trade Office will advise you of the visa application process. 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. [www.immigration.govt.nz](http://www.immigration.govt.nz)

## Eligibility for Health Services

Most international students studying abroad 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. [www.health.govt.nz](http://www.health.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 [www.immigration.govt.nz](http://www.immigration.govt.nz)

## Accident Insurance

The Accident Compensation Corporation (ACC) 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. Details can be viewed on [www.acc.co.nz](http://www.acc.co.nz).

## Medical and Travel Insurance

International students must have appropriate and current medical and travel insurance while studying abroad in New Zealand. Queenstown Resort College will organise these insurances for you.

## Banking Information

On your arrival, you will be asked if you would like to open a bank account. You will be helped with this within the first three days, when QRC staff will take you to the ANZ Banking Group. Full services for students are provided.

## Counselling and Support for International Students on Campus

If you have a personal concern or problem, please speak to a tutor and/or student support person. There are many ways we can assist you and you will be referred to someone with the skills and sensitivity to address an issue with you. We have confidence in these people and invite them to be with you when needed.



For more information or to enrol call us on NZ freephone **0800 441 114** or visit our website **[www.queenstownresortcollege.com](http://www.queenstownresortcollege.com)**

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