

UCOL Limited is a subsidiary of Te Pūkenga (New Zealand Institute of Skills and Technology) under the Education Act. If you need assistance or further information, please email [internationalstudent@ucol.ac.nz](mailto:internationalstudent@ucol.ac.nz).

**WELCOME BACK TO UCOL! Thank you for re-enrolling with us.**  
**Please complete this form and return it to us as soon as possible.**

## 1 MY PERSONAL DETAILS

Enter your name as it appears on your passport.

Mr  Mrs  Miss  Ms  Other - If "other" please enter details:

Student ID Number:

Family Name(s)  First Name(s)

Preferred Name  Date of Birth

DAY  MONTH  YEAR

Gender  Male  Female  Gender Diverse - Please Specify (optional):  First Language

Passport No  Nationality (as shown on your Passport)  Issuing country

Current Address

ADDRESS 1

ADDRESS 2  TOWN OR CITY

STATE  COUNTRY  POSTCODE

Home Telephone Number  Mobile Number

( COUNTRY CODE ) ( AREA CODE ) ( COUNTRY CODE ) ( AREA CODE )

Email Address

Next of kin/emergency contact name (Not recruitment agent)

Next of kin/emergency contact address

Relationship to you  Next of kin/emergency contact telephone number

( COUNTRY CODE ) ( AREA CODE )

**If under 18 years old at the time of application please provide the name and contact details of your parent or legal guardian.**

Name of parent/legal guardian  Address

Telephone/Mobile Number

( COUNTRY CODE ) ( AREA CODE ) Email address

Are you CURRENTLY awaiting results of any studies undertaken this year?

No  Yes - please provide details:

Qualification:

Date Results Available:

DAY

MONTH

YEAR

### 3 MEDICAL AUTHORITY AND INSURANCE

In the event of accident or ill health, I,  hereby authorise the full use and disclosure of all information related to my health between all health practitioners, all District Health Boards, UCOL and all emergency services (and each of them). I authorise the disclosure of all health information obtained by all health practitioners (or their agent) who treats me, to UCOL and to my next of kin or emergency contact person (and each of them).

I authorise medical treatment in life threatening situations, should my next of kin or emergency contact person be unavailable or unable to give consent.

I authorise UCOL to use and disclose all information obtained by UCOL pertaining to my health as UCOL determines appropriate.

#### INSURANCE IS A COMPULSORY COMPONENT TO STUDY IN NEW ZEALAND

Once you accept an Offer of Place to study at UCOL medical and travel insurance will be purchased on your behalf and UCOL will invoice you unless you choose to opt out and purchase your own.

Do you have any pre-existing medical conditions that require disclosure for insurance?

Yes  No

**If you have a pre-existing medical condition, non-disclosure may make your insurance invalid.**

**If you already have medical and travel insurance please attach a copy of your policy and certificate.**

### 4 MY ACKNOWLEDGEMENT AND DECLARATION

- In completing this form, I am applying and provisionally enrolling at UCOL, and if UCOL confirms my enrolment in writing and if UCOL receives my acceptance of an offer of place before its expiry date then I agree:
  - To pay to UCOL in full relevant tuition fees and all other fees set by UCOL before the first date that teaching starts on the qualification I am enrolled in.
  - To comply with all UCOL's statutes, policies and procedures (including all amendments and new statutes, policies and procedures introduced after the date of this Enrolment Form (International Students).
  - I acknowledge that in applying for enrolment I have not relied on UCOL's (and / or UCOL's recruitment agents or contractors) judgement that qualification(s) / course(s) are suitable for any particular purpose or will achieve any particular result unless notified to me, in writing, by UCOL.
  - In applying for enrolment I acknowledge that, apart from the statements and warranties expressly given to me in writing by UCOL and not any recruitment agent, all other statements and warranties (express or implied) are excluded except as prohibited by law.
  - I have received full written details of all fees, and any items that are or may be required by UCOL to be purchased or provided by me, for the qualification(s) / course(s) I have chosen.
  - I agree that the provisions of this Enrolment Form (International Students), together with the Further Terms and Conditions for International Students that were attached to this form, and which I have kept, current at the date I sign this form, form my contract with UCOL. That contract can only be varied by UCOL in writing, signed by UCOL.
  - I have read the UCOL International Prospectus, Study Guide and Website and I understand them.
  - I agree to supply all information UCOL asks me to supply.
  - UCOL can use any photograph, video and/or recording taken of me for the purpose of marketing and media during and after my enrolment at UCOL. I agree to sign other documents required by UCOL for this purpose.
  - I acknowledge that I am aware of the Education (Pastoral Care of International Students) Code of Practice 2016 (including Amendments 2019) and the Dispute Resolution Scheme (DRS), and I have received clear and sufficient information enabling me to make an informed choice about studying at UCOL.
  - I agree that where I am transferring to UCOL from another education provider in New Zealand I consent to UCOL obtaining all information concerning me from that provider.
  - I have read the Privacy Statement in the Further Terms and Conditions attached to this Enrolment Form (International Students) and in signing this Form I agree to it.
  - If this Enrolment Form (International Students) is translated into another language, I must sign the English version and only the English version applies.
- I agree that if UCOL confirms my enrolment, in writing, and if UCOL receives my acceptance of the UCOL offer of place, I may only withdraw if UCOL's International Recruitment and Conversion team are notified in accordance with the UCOL International Student Fees and Refunds Procedure current at the time I sign this form. My eligibility for a partial refund of the tuition fees and when I have not already paid fees my obligation to pay fees, depends on whether I am within the timeframes stipulated in the International Student Fees and Refunds Procedure attached to this form, and a copy of which I have kept.

### 5 DECLARATION

I declare that, to the best of my knowledge, all the information I have provided on the Enrolment Form (International Students) is true and complete, that I have read, I understand, and I agree to the terms and conditions on this form, and the further terms and conditions attached to this form.

Signature

Date

DAY

MONTH

YEAR

Parent/Legal Guardian Signature (if applicant under 18 years of age)

Date

DAY

MONTH

YEAR

Parents/Guardian of applicant under 18 years old must **also** sign an additional form before they can be enrolled.

## 6 FURTHER INTERNATIONAL ENROLMENT TERMS AND CONDITIONS

The following are the further terms and conditions of your enrolment with UCOL as an International student, in addition to those terms and conditions on the Enrolment Form (International Students) you signed.

### 1. UCOL's limitation of liability

In signing the Enrolment Form (International Students), you agree that, to the extent permitted at law, UCOL's liability to you, however it arises, if established, is limited to twice the amount of the tuition fees that you pay to UCOL for the enrolment period in which the liability arises (inclusive of any refund paid to you).

### 2. Disputes and complaints

In signing the Enrolment Form (International Students) you agree to abide by UCOL's statutes and policies for resolving disputes and complaints.

### 3. Events beyond UCOL's control

You agree that if UCOL is unable to perform its obligations by reason of any event beyond our reasonable control, then UCOL is released from its obligations to the extent that we are prevented or delayed from performing our obligations.

### 4. Privacy Statement

In signing the Enrolment Form (International Students) you agree that:

#### **Privacy Statement**

I agree that this privacy statement applies to me for considering every enrolment application I make to UCOL, during each period I am enrolled (if any) and at any time after my enrolment.

#### **Collection, Use and Holding of Personal Information**

I agree that UCOL (or someone on its behalf) will collect and use personal information from me or about me from others for the purpose of deciding whether or not to enrol me, for purposes related to my study and for purposes related to UCOL's functions or activities.

UCOL will collect some of this information directly from me. I also authorise the collection of personal information about me from other sources (including for verification).

#### **Disclosure**

I agree that the information collected about me and held may be disclosed by UCOL to:

- i. Government departments and agencies in New Zealand.
- ii. Organisations involved in delivery of qualifications including placements and quality assurance providers.
- iii. Professional registration bodies and professional accreditation bodies, when relevant.
- iv. English language testing organisations and organisations that verify qualifications and / or experience.
- v. Service providers, when relevant.
- vi. My parents or legal guardians if I am under 18 years old.
- vii. Scholarship providers / sponsors / employers.
- viii. Entities involved in pastoral care.
- ix. Entities related to my financial support.

In signing the Enrolment Form (International Students) I authorise the collection, holding, use and disclosure of information referred to above.

#### **Access**

I understand that I have the right to access personal information about me (subject to exceptions in the Privacy Act). I can ask that the information held be corrected.

## 5. Qualification(s) / Course Cancellations / Postponements

At any time, even after you have accepted any offer of place, UCOL may, at UCOL's sole discretion:

- i. Cancel or postpone any qualification / courses you are enrolled in, whether partially completed by you or not. If UCOL cancels any qualification / courses UCOL will supply a full refund of all the fees for qualification / courses it cancels, which you were enrolled in and which you have not undertaken. If UCOL postpones any qualification / courses then if the new qualification / courses start date does not suit you, you can receive a full refund of all fees for the enrolment period and not undertake the qualification / courses. UCOL will not pay you (or anyone else) any compensation nor reimburse any expenses you have incurred.
- ii. Change qualification / courses content and UCOL will not supply a refund except in accordance with the International Student Fees and Refunds Procedure, and UCOL will not compensate you (or anyone else) for any such changes.

If you are studying at UCOL but offshore, you acknowledge that UCOL may deliver the qualification by distance if circumstances arise that UCOL deems it desirable.

## 6. Enrolment Decisions

You acknowledge that you have (or where you are under 18 years old your parent / legal guardian has) made well informed decisions that are appropriate for the educational outcomes you want. You are responsible for ensuring that you are enrolling in the correct qualification and courses that you are eligible to study.

You acknowledge that if you are under 18 years old your parent / legal guardian has participated in your enrolment decisions.

## 7. Enrolment obligations

Before signing this Enrolment Form (International Students) you have (or your parent / legal guardian if you are under 18 years old has) information required to understand your interest and obligations if UCOL offers you a place and if you accept.

If you become enrolled in a qualification, course or training, UCOL may cancel your enrolment at UCOL, and refuse to enrol you again on the grounds that:

- i. You are not of good character; or
- ii. You are guilty of misconduct or a breach of discipline; or
- iii. You are enrolled full-time at another education provider; or
- iv. You have made insufficient progress in your study or training after a reasonable trial at UCOL or at another institution; or
- v. Are permitted or required by law.

When you are studying at UCOL in New Zealand you understand that the Education (Pastoral Care of International Students) Code of Practice 2016 and the Disputes Resolution Scheme applies. You acknowledge that you have received information about both.

## 8. Insurance

If you become enrolled for two weeks or more at UCOL in New Zealand, you will obtain those insurances specified in the Education (Pastoral Care of International Students) Code of Practice 2016 (clause 16.5) for the entire period that you are enrolled at UCOL.

UCOL will arrange insurance on your behalf, and invoice you accordingly. If you do not wish to receive this insurance cover then you must opt-out and provide a copy of your insurance policy and certificate.

You agree not to withhold any information and not to specify any false information that would entitle the insurer not to respond to any claim or to cancel the insurance policies.

## 9. Immigration

You agree that you have taken reasonable precautions to ensure that you are entitled to study in the qualification at UCOL in New Zealand.

## 10. Accommodation

If you are under 18 years old at the date that you commence your study with UCOL, you understand that if you are not living with your parent/legal guardian or with a UCOL approved residential caregiver, you must be in a properly supervised group of students and your qualification at UCOL must not be longer than three months.

## 11. Provisional enrolment at UCOL

Your enrolment is provisional upon:

- i. UCOL being satisfied as to your identity and being satisfied, based on all the information you have supplied, that UCOL ought to consent to your enrolment; and
- ii. UCOL being satisfied that you meet the entry criteria (if any) and the English language proficiency requirements; and
- iii. UCOL sighting evidence that you have the appropriate permit/visa to study at UCOL in the qualification(s); and
- iv. UCOL receiving evidence of insurance policies; and
- v. UCOL receiving in full all of UCOL's tuition fees, all other fees set by UCOL (if any); and
- vi. If UCOL offers you a place, UCOL receiving your acceptance of that offer before its expiry; and
- vii. If you are under 18 years old when you accept any offer of place, UCOL also receiving your parent / legal guardian Authority and agreement form.

UCOL may, in its sole discretion, waive, in writing, some of the provisional enrolment conditions.

## 12. Professional occupation registration

You agree that if entry into a profession/occupation is regulated by law, then UCOL makes no representation about entry into the profession/occupation in respect of your study at UCOL. Entry into that profession/occupation is subject to the applicable law, regulations and rules of the profession/occupation concerned.

## 13. Payment of fees

If UCOL offers you a place and if UCOL receives your acceptance of that offer then you:

- i. Agree to pay to UCOL all UCOL tuition fees and all other UCOL fees before the first date teaching starts for your qualification.
- ii. If UCOL allows you to start study after the first date that teaching starts then you agree to pay all UCOL fees before the date you are due to start studying.
- iii. Even if you do not attend you will be required to pay all UCOL tuition fees and all other UCOL prescribed fees unless UCOL receives your withdrawal in the manner required by UCOL for international students as stated in the International Student Fees and Refund Procedure attached to this form.

**Note:** Please do not pay any UCOL fees to any agent.

## 14. Refunds, withdrawals and changing qualification

The International Student Fees and Refunds Procedure forms part of your contract with UCOL. Before applying for enrolment you acknowledge you have read and understand it. The International Student Fees and Refunds Procedure also contains provisions on what you must do if you want to change your qualification(s)/course(s) or withdraw from study at UCOL.

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Responsibility: Executive Director Business & Industry Partnerships	Date Last Reviewed: March 2021
Approval: Executive Director Business & Industry Partnerships	Version: 21.1

## **PURPOSE**

To describe and detail Student Fees, Charges and Refunds, including providing the framework for assessing applications for refund of fees for international students.

## **SCOPE**

This is a UCOL wide policy.

## **RESPONSIBILITY**

The International Recruitment and Conversion team are responsible for the implementation of this policy.

## **REQUIREMENTS**

### **1. Payment of fees**

- 1.1 All fees and charges are in New Zealand dollars unless otherwise stated.
- 1.2 UCOL must receive payment in full of the tuition fees and student services levy (SSL) from an International Student no later than the first date that they commence their programme.
- 1.3 In exceptional circumstances, and only with prior approval, arrangement may be made to pay fees by instalments. Students are advised to review these arrangements in conjunction with Immigration New Zealand.
- 1.4 The total amount paid to UCOL must include any bank fees that may be incurred by UCOL.
- 1.5 Fees can be paid by credit card; these credit card transactions incur a merchant service charge from the bank.
- 1.6 No refunds of tuition fees and SSL will be paid to International Students, except as expressly provided for in Schedule A of this policy.

### **2. Fee protection for International Students**

- 2.1 All monies received from an International Student are banked and recorded against that student in UCOL's Student Management System (SMS).
- 2.2 Monies received for fees are only applied when the student is fully enrolled at UCOL, until that time they are held in a bare trust.
- 2.3 UCOL financial systems and internal controls are audited on an annual basis by Audit New Zealand, and the ongoing financial viability of UCOL is covered in this audit process.
- 2.4 UCOL is insured by a Business Interruption policy to cover such events as fire or flood, which could prevent delivery of UCOL's programmes. The policy provides for the running of UCOL's programmes at an alternative site, or to meet contractual obligations to refund students where UCOL is unable to deliver as a result of these events.

### **3. Withdrawal**

- 3.1 An international student can only withdraw from a programme of study at UCOL by written confirmation, preferably by completing, signing and returning to UCOL a UCOL Change of Details/Circumstances form, or by another form of written confirmation, including email.
- 3.2 Except as expressly provided for in this procedure, no refund will be granted to an International Student who does not withdraw from a programme in accordance with Clause 3.1 above.

### **4. Refunds as a Result of Withdrawal from a Programme or Qualification**

- 4.1 The amount of a refund (if any) will depend on the date of withdrawal and/or the reason(s) for withdrawal. Please refer to the table in Schedule A of this policy for the relevant dates of withdrawal and refunds or partial refunds that will be granted.
- 4.2 The date of withdrawal is the date that UCOL receives notification of withdrawal in writing from the international student.
- 4.3 Immigration NZ will immediately be informed of a student's withdrawal from a programme of study..

## **5. Refunds as a Result of a Change in Residency Status**

- 5.1** If an international student gains Permanent Residency during their programme of study, the student **will not** receive a refund of fees for the courses already commenced unless:
- (i) Residency was granted before the end of two weeks from the course commencement date; and
  - (ii) UCOL can access funding for the international student as an equivalent full-time student; and
  - (iii) The International Student has withdrawn in accordance with Clause 3.1 of this Policy and has enrolled at UCOL as a Domestic Student.
- 5.2** Domestic fees will apply for the courses commencing in the following semester. No rebate will be offered for fees paid for any prior study.

## **6. Programme Transfer**

- 6.1** International students can transfer to an alternate programme of study at UCOL by completing, signing and returning, to UCOL a UCOL Change of Details/Circumstances form, by email notification or other written confirmation.
- 6.2** Subject to the international student gaining the entry requirements, correct visa and complying with all terms and conditions of enrolment, then the new enrolment can be completed.
- 6.3** If an international student wishes to transfer to an alternative programme of study at UCOL the student will not receive a refund of fees for the courses already commenced unless.
- (i) Request for transfer was received before the end of two weeks from the course commencement date; and
  - (ii) The International Student has notified their change of circumstances in accordance with Clause 3.1 of this Policy and has re-enrolled at UCOL in an alternative programme.
- 6.4** If the international student does not meet the entry requirements, or does not receive a new visa for the new programme of study, then the fees and any refund due revert to the original programme of study.

## **7. Refunds in other circumstances**

- 7.1** At law, UCOL has the discretion to grant a full or partial refund to any student.
- 7.2** International students are expected to seek redress from their insurer for situations, which may be covered before applying to UCOL for a refund as outlined in 7.3.
- 7.3** In special circumstances comprising reasons of a compassionate nature, UCOL at its sole option may grant a refund of a greater amount than is stated in this procedure and/or may grant a refund outside the required timeframe for Withdrawal as stated in this policy. If an international student believes that special circumstances of a compassionate nature exist, they must apply in writing to UCOL, enclosing supporting evidence of the special circumstances claimed and they must provide all other evidence requested by UCOL. UCOL will consider the request and may or may not grant a refund in an amount that UCOL deems appropriate.
- 7.4** If UCOL does not proceed with a programme offered and UCOL has received tuition fees and SSL from an international student for that programme, UCOL will notify the international student in writing that UCOL will not be proceeding with the programme. Pursuant to Clause 7.1 above, UCOL will grant a full refund of the tuition fees and SSL received by UCOL from the international student for that programme but UCOL shall not be liable to compensate the student for any fluctuations in currency in the intervening period or for any other costs incurred by the student whatsoever.
- 7.5** If UCOL is disestablished for incorporation into another institution and that new institution provides the programme or training, then no refund will be available except in accordance with the usual Refund Policy.
- 7.6** If UCOL is no longer a signatory to the Education (Pastoral Care of International Students) Code of Practice 2016, then UCOL will refund all tuition fees in respect of UCOL study not undertaken and all other prescribed UCOL fees for that study.

## **8. Payment of Refunds**

- 8.1** Refunds to international students can be made by direct credit and will be returned to the original payee (less an administration fee) or as directed in writing by the international student if they were the original payee. If UCOL does not receive such reasonable written directions within 28 days of the date of withdrawal, UCOL may forward payment of the refund to the residential address of the international student inserted on the international student's Enrolment Form.
- 8.2** All refunds will be denoted in New Zealand Dollars. To refund the payment into the student's bank account they must provide third party verification of their bank account number, which should include the bank logo, the account number and the account name. *Refer to Creditor Supplier Payments Procedure, clause 1.*

## **Relevant Legislation**

- Education and Training Act 2020 and amendments
- Human Rights Act 1993 and amendments
- New Zealand Bill of Rights Act 1990
- Judicature Act 1903

## Related Documentation

- [Education \(Pastoral Care of International Students\) Code of Practice 2016 \(including Amendments 2019\)](#)
- [International Student Contract Disputes Resolution Scheme \(DRS\) 2016](#)
- [UCOL International Prospectus: International Student Fee Refund](#)
- [Admission and Enrolment Policy](#)
- [International Students Procedure](#)
- [Student Complaints Policy](#)
- [Student Concerns and Complaints Procedure](#)
- [Student Financial Support Policy](#)
- [Student Financial Support Procedure](#)
- [Creditor Supplier Payment Procedure](#)
- [Tuition Fees, Course Costs and Other Charges Policy and Procedure](#)

## Refund Summary Table

Reason for Withdrawal <sup>1</sup>	Documentation required	Date of Withdrawal	Amount of Refund	Admin Charge
Failure to obtain appropriate visa from Immigration New Zealand <sup>2</sup> .	Written notification of withdrawal.	<b>Prior</b> to commencing the programme.	<b>100%</b> of the fees <sup>3</sup> received by UCOL, less the administration charge.	\$250
		<b>After</b> commencing the programme.	Partial refund of the fees <sup>3</sup> at the discretion of UCOL.	
The Student no longer wishes to study at UCOL (for students issued a visa in the name of UCOL).	Written notification of withdrawal <sup>4</sup> .	<b>Two</b> or more weeks before commencing the programme.	<b>100%</b> of the fees <sup>3</sup> received by UCOL, less the administration charge.	\$500
		Between 2 weeks prior and 2 weeks after commencing the programme.	<b>90%</b> of the fees <sup>3</sup> received by UCOL, less the administration charge.	
		More than two weeks after commencing the programme.	No refund.	Nil
UCOL is no longer able to provide tertiary education services, withdraws an offer of place or is unable to provide the programme for any reason.	No documentation required.	<b>Prior</b> to commencing the programme.	<b>100%</b> of the fees <sup>3</sup> received by UCOL.	Nil
Exceptional circumstances (for example serious illness).	Documentation supporting an application for a refund.	At any time.	The amount and approval of any refund is at the discretion of the Chief Executive, or delegate. The student is expected to seek redress from their insurer before applying to UCOL.	\$500
Any reason not detailed above.		<b>Less than two weeks</b> before commencing the programme.	<b>90%</b> of the fees <sup>3</sup> received by UCOL, less the administration fee.	\$500
		<b>More than two weeks</b> after commencing the programme.	No refund.	

### Note:

- <sup>1</sup> UCOL reserves the right to withdraw an Offer of Place because of incorrect or incomplete information supplied by a student or student's agent, and retain part or all of the fees<sup>3</sup> paid.
- <sup>2</sup> Prospective students should not pay fees until such time as they have approval in writing of a "Visa in Principle" from Immigration New Zealand.
- <sup>3</sup> Fees: aligns with the tuition fees, Student Services Levy, insurance and all other charges detailed on the Offer of Place.
- <sup>4</sup> If a student has arrived in New Zealand, proof they have returned to their normal country of residence, or received an alternate visa to remain in New Zealand.