



# 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 Any enrolment may be withdrawn without refund of fees where it is found that misleading or fraudulent information has been provided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 detailed during 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 are advised on our website and in the student handbook.

## 5. Refund Policy

### Cancellation/Withdrawal by Student

- All notices of cancellation/withdrawal must be made in writing to the Student Services Manager and must be supported by appropriate documentation.
- The refund period varies for courses of different duration as detailed in the adjacent table.
- 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.
- The accommodation placement fee is non-refundable.
- 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.

For both domestic and international students, the following withdrawal periods and refund amounts for courses under 3 months applies:		
COURSE DURATION	WITHDRAWAL PERIOD	REFUND AMOUNT
2 Days or less	None	At QRC's discretion
More than 2 days but less than 5 weeks	Up to the end of 2 calendar days after the course commences	A minimum of 50% of the amount the student paid in course fees
For courses of five weeks or more but less than three months	Up to the end of five calendar days after the course commences	A minimum of 75% of the amount the student paid in course fees

For domestic students, the following withdrawal periods and refund amounts for courses over 3 months applies:	
WITHDRAWAL PERIOD	REFUND AMOUNT
Up to the end of 8 working days after the course commences	Full refund less 10% of the total fee or \$500, whichever is the lesser amount
After 8 calendar days	No refund

For international students, the following withdrawal periods and refund amounts for courses over 3 months applies:	
WITHDRAWAL PERIOD	REFUND AMOUNT
Up to the end of 10 working days after the first compulsory day of attendance.	Up to 75% refund of the total fee paid.
After 8 calendar days	No refund

### 5. Refund Policy cont.

- 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. Within the stated withdrawal period, where a student does not resume study at a later date, they are entitled to be treated as if they had withdrawn in the withdrawal period for refund purposes.
- 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.
- QRC will not refund the fees if a student cancels or withdraws after the refund period detailed above.
- QRC will not refund the tuition fees of any student whose enrolment is withdrawn through the supplying of incorrect and/or fraudulent documentation.
- 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.
- Refunds will be paid by bank draft in New Zealand dollars, to a nominated bank account of the fee payer.

### QRC Cancellations

- If QRC withdraws a confirmation of place or withdraws a course before commencement, all unused fees are refundable to the fee payer.
- 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.

*The above provisions do not apply to voluntary withdrawal by a student nor to dismissal or expulsion of a student by the college.*

- QRC reserves the right to postpone or cancel the delivery of courses without prior notice. In the event of a course cancellation, the appropriate refund of fees will occur without delay.

### 6. Contact details

All students are required to notify Student Services of any change in their residential address or any other contact details while enrolled 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. Electives

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

### 10. QRC Accommodation

Where a student resides at QRC or Shotover Lodge, they agree to abide by the rules and code of conduct as expected QRC and have independently read the Terms and Conditions specific to the lodge. Students also acknowledge that the year 1 lodge contract is for Term 1 & 2 (6 months). Lodge terms and conditions are emailed to students prior to arrival and found on the resource section of the QRC website.

### 11. The Education (pastoral care of tertiary and international learners) Code of Practice 2021

QRC is a signatory to the above code which guides the well being framework at QRC. Students are required to assume a level of responsibility for their health and well being.

### 12. Dispute Resolution

Where a student is dissatisfied with an aspect of their education, QRC will implement an internal process to work through the issues with increasing involvement of senior staff. Where a resolution can not be found the student is informed and directed to utilise one the free external dispute resolution schemes set up for students.

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### 13. International Students

Additional terms and conditions are relevant to the enrollment of international students.

- English language achievement is recognised through IELTS test results or an acceptable alternative
- 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)
- 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).
- 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)
- 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).
- International students must have appropriate and current medical and travel insurance while studying abroad in New Zealand. QRC will organise these insurances for you.
- On your arrival, you will be asked if you would like to open a bank account. You will be assisted with this process during orientation. Full services for students are provided.
- 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.