



English Language Matters Limited

Enrolment

English Language Matters Limited reserves the right to accept or decline any student.

Enrolment is made only when English Language Matters Limited receives and accepts full payment of fees.

POLICIES AND PROCEDURES FOR STUDENTS APPLYING FOR ADMISSION TO ENGLISH LANGUAGE MATTERS LIMITED

English Language Matters Limited has a number of policies and procedures of which students applying for admission should be aware. The Payment of Fees and Refund Policy and the Fees Protection Policy documents will be automatically sent to each student upon receipt of their application form. All of these policies are available on our web site at the address listed. If students do not have access to the Internet, English Language Matters Limited can send these policies by post, fax or email.

PAYMENT OF FEES AND REFUND POLICY

English Language Matters Limited adheres to a comprehensive policy on the payment of fees and the refund of fees paid by students.

FEES PROTECTION POLICY

All students, with fees over \$500, enrolling at English Language Matters Limited, will have their fees protected prior to the commencement of their study.

ATTENDANCE POLICY

English Language Matters Limited operates a strict attendance policy to promote the full attendance of students in classes. Students are expected to attend all classes to gain adequate knowledge of course information. This is monitored on a weekly basis throughout the year.

COMPLAINTS POLICY

English Language Matters Limited is committed to providing a study environment that is safe, fair and free from harassment and discrimination for all students.

STUDENT WITHDRAWAL POLICY

Students can be withdrawn or withdraw themselves for a variety of reasons. This policy details the process that student withdrawal may take.

SCHOOL RULES & PROCEDURES

The rules and procedures set by English Language Matters Limited are to help the school run smoothly. All students who enrol with English Language Matters Limited must accept and comply with these rules as a contractual condition of enrolment.

Information on all these policies and procedures is available on our web site at www.englishmatters.co.nz

HOW TO GET POLICIES AND PROCEDURES EMAILED, FAXED OR POSTED

Students without access to the Internet, who would like copies of the policies sent to them, should contact us by:

Email: contactus@englishmatters.co.nz

Fax: +64 3 471 7254

Telephone: +64 3 471 7257

with details of how they would like the policies sent.

CODE OF PRACTICE

English Language Matters Limited 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. 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/goto/international>

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/>

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

International students must have appropriate and current medical and travel insurance while studying in New Zealand.

ACCOMMODATION

Homestays have been assessed and inspected on-site by the homestay agent for English Language Matters Limited.

All other categories of accommodation are not assessed by English Language Matters Limited.