



2016 COURSES and PRICES

Homestay and Enrolment

Description	Applies to	Cost
Enrolment Fee	All courses below	\$215
Placement Fee	All new homestay bookings	\$215
Homestay Fee	All students in homestay	\$260 (per week) \$37 (per night)
Christmas Homestay fee	All students in homestay over Christmas (25/12/16 to 04/01/17 Total 10 nights)	\$60 per night

General English Courses

Description	Start	Length	Times	Hours	Class size	Cost per week
Full Time	Any Monday	Any number of weeks	9am to 3:15pm Except Fri 9am to 12:15 pm	23 hours per week	Av 9-11 Max 14	Weeks 1-12 \$430 Weeks 13-24 \$420 Weeks 25-36 \$410 Weeks 37-52 \$400
Part Time	Any Monday	Any number of weeks	9am to 12:15pm	15 hours per week	Av 9-11 Max 14	Weeks 1-12 \$310 Weeks 13+ \$300

Cambridge Exam Courses

Description	Start	Length	Times	Hours	Class size	Exam dates	Cost
FCE	5th Jan (please note this is a Tuesday)	10 weeks	9am to 3:15pm Except Fri 9am to 12:15 pm	23 hours per week	Av 9-11 Max 12	11 March	\$5050*
CAE	5th Jan (please note this is a Tuesday)	10 weeks	9am to 3:15pm Except Fri 9am to 12:15 pm	23 hours per week	Av 9-11 Max 12	12 March	\$5050*
FCE	14th Mar	12 weeks	9am to 3:15pm Except Fri 9am to 12:15 pm	23 hours per week	Av 9-11 Max 12	7 June	\$5980*
CAE	14th Mar	12 weeks	9am to 3:15pm Except Fri 9am to 12:15 pm	23 hours per week	Av 9-11 Max 12	8 June	\$5980*
FCE	5th Sep	12 weeks	9am to 3:15pm Except Fri 9am to 12:15 pm	23 hours per week	Av 9-11 Max 12	29 Nov	\$5980*
CAE	5th Sep	12 weeks	9am to 3:15pm Except Fri 9am to 12:15 pm	23 hours per week	Av 9-11 Max 12	30 Nov	\$5980*

* Prices include: tuition, exam materials, exam fees & exam admin. Exam dates are correct at time of publishing

IELTS- INTEX Preparation

Description	Start	Length	Times	Hours	Class size	Exam*	Cost
Intensive IELTS and International Examination (INTEX) preparation pm course. This course includes some TOEFL material	You can usually start on any Monday	4 weeks	General English Monday to Friday 9am to 12.15pm IELTS preparation Monday to Thursday 1:15pm to 3:15pm	General English 15hrs IELTS 8hrs Total: 23hrs	Av 4-8 Min 2	TBC	Same as General English plus exam fee**

* Subject to confirmation as published on the official IELTS website (www.ielts.org). Students may register for IELTS at any test venue in New Zealand, including Nelson. Early registration (at least one month prior to test) is recommended. ** Currently \$405 in Nelson -subject to confirmation by IELTS Test Centre administrator at time of registration.



SCHOOL INFORMATION

GENERAL

Nelson English Centre operates an ENGLISH ONLY policy at all times within the boundaries of the school. For further information regarding Nelson English Centre please see the [Code of Practice](#) and the [Conditions of Enrolment](#).

HOW TO ENROL

Nelson English Centre (NEC) is an adult school for students over 18 years old. You can:

- Use an NEC educational consultant*
- Send the attached [Enrolment form](#) to NEC

** Contact Nelson English Centre if you need the name of a consultant near you.*

STUDENT VISA

If you plan to study for more than 12 weeks, you will need a student visa. For more information, speak to your educational consultant or NZIS office. www.immigration.govt.nz

AIRPORT/BUS STATION TRANSFER

An airport/bus station pick up is included in the enrolment fee. Most students fly to Nelson and the most convenient connection is Auckland-Nelson or Christchurch-Nelson. If you would like to book a flight it can be done at www.airnewzealand.co.nz

HOMESTAY

Cost is \$260 per week, \$37 per night. Placement fee \$215. Homestay is available for time of study only. Some homestays may charge a small fee for internet use. Homestay includes:

- Breakfast and dinner Monday to Friday
- 3 meals Saturday and Sunday
- Own room with study desk

\$60 per night over Christmas (25/12/16 to 04/01/17. Total 10 nights) price includes 3 meals and extra festive season food) Please look at the conditions of enrolment (10)

BANK DETAILS

Payment is required 2 weeks before study
(or earlier if a student visa is required)

Account Name: Nelson English Centre Ltd
Account Number: 12-3493-0018156-00
Bank: ASB
Bank Address: Cnr. Hardy and Trafalgar St,
Nelson, New Zealand
Swift code: ASBBNZ2A

CHRISTMAS and NEW YEAR

NEC will be closed for two weeks over the Christmas / New Year break. The last day of school will be Friday 23rd December 2016. NEC will reopen on Monday 9th January 2017. Please remember the Christmas break when making any bookings.

INSURANCE and REFUNDS

NEC has a 'No Refund' policy other than the specific exemptions required by New Zealand law (see [Conditions of Enrolment](#)). We recommend insurance that covers early cancellation of the course. Also, you must have medical insurance; the school will verify this on the first day. This is a NZ government requirement

2016 PUBLIC HOLIDAYS

(School will be closed on these days)

First day of school in 2016 is **Tues 5th Jan**

Nelson Anniversary Day	Mon 1 st Feb
Waitangi Day	Mon 8 th Feb
Good Friday	Fri 25 th Mar
Easter Monday	Mon 28 th Mar
Anzac Day	Mon 25 th Apr
Queen's Birthday	Mon 6 th Jun
Labour Day	Mon 24 th Oct

COURSE INFORMATION

General English

Students of all ability levels and aged 18 years or over may enrol. After a placement test, students will be put into a class at the appropriate level, with one teacher for the morning and another for the afternoon. The syllabus systematically guides students in developing their use of English for effective communication. Progress is carefully monitored in speaking, listening, reading and writing. Morning classes aim to introduce and consolidate new language items, with particular attention to vocabulary and grammar. Afternoon work boosts fluency, building confidence in a wide range of speaking, writing, reading and listening activities.

Cambridge Examination Preparation Courses

Students are expected to have a reasonable chance of success in the examination for which they are preparing. The academic director may request a special entry test for FCE and CAE classes. Where proficiency requirements are not met, students may continue to study in the General English programme at the appropriate level. Daily homework is required to review material covered in class.

IELTS Preparation

For candidates registered to take the IELTS test, intensive afternoon preparation classes replace the General English afternoon programme before the test. Expert guidance is provided for both General Module and Academic Module candidates.



**NELSON
ENGLISH
CENTRE**

1st Floor, 189 Hardy Street, PO Box 1217, Nelson, New Zealand
Phone: +64 3 548 2255 Fax: +64 3 548 2261
Email: admin@english-school.ac.nz
Website: www.english-school.ac.nz

ENROLMENT FORM

Personal Details

Family name: _____ First name: _____

Male/Female: _____ Date of Birth: _____ email: _____

Student home address: _____

Name and telephone number for emergency contact: _____

Course Details

Start date: _____ End date: _____ Number of weeks: _____

Type of course. **Please tick ✓**

Full-time Intensive General English Course ☐ FCE Exam Course ☐

Part-time General English Course ☐ CAE Exam Course ☐

General English and IELTS Preparation Course ☐

What is your level of English now? **Please tick ✓**

Beginner ☐ Elementary ☐ Lower Intermediate ☐ Intermediate ☐ Upper Intermediate ☐ Advanced ☐

Important homestay information

First night in homestay _____ Leave homestay on _____ Number of weeks _____

Do you smoke? No ☐ Yes ☐ (all smokers must smoke outside)

Do you have any health problems or allergies? No ☐ Yes ☐ details: _____

What do you do in your home country?

Student? No ☐ Yes ☐ What are you studying? _____

Working? No ☐ Yes ☐ What is your occupation? _____

Do you have any special requirements? _____

What are your hobbies or interests? _____

Is there any food you cannot eat? _____

Are you a vegetarian? Yes ☐ No ☐

Are you planning on buying a car? Yes ☐ No ☐

Do you like pets? Yes ☐ No ☐ (most families have a pet in their household)

Do you like children? Yes ☐ No ☐

Travel information

Arrival details: Date _____ Time _____ Flight number _____

Do you require free airport/bus pick-up? Yes ☐ No ☐

Insurance

Yes ☐ I promise to arrange insurance cover.

Yes ☐ My insurance includes cover cancellation. I understand that there are no refunds of tuition fees if there is a family illness or any problem which requires me to finish studying early after the first week of study.

Please turn over to complete the form...



Conditions of Enrolment

- Validity of information.** This information is valid for all students. Nelson English Centre (NEC) reserves the right to change course dates and fees and conditions without notice.
- Enrolment and payment.** Enrolment is conditional on full payment of fees before the first day of tuition.
- Adult students only.** NEC is a school for serious adult students only. The minimum age is 18.
- Student motivation and respect for school culture. Attendance** NEC is a special learning environment. The school is suitable for motivated adult students who want to study and learn English, and about New Zealand and other cultures. There is a strict 'English Only' rule inside the school and it is the school's goal to attract students who are open to new experiences, a new culture and new people. We believe with these conditions, and effective, professional teaching, all students can learn quickly. Students have to attend 80% of classes. In cases of poor attendance students follow up action will be taken and with extended non-attendance on a student visa, NZIS will be informed
- Cancellations and refunds.** NEC has a 'NO REFUND' policy, other than the specific exemptions required by NZ law. Cancellations before the start of the course will get a full refund less any bank charges. If the course that was advertised cannot be offered then a full refund will be provided less any bank charges. Any unused course weeks cannot be transferred to other students.
NZ Government requirements for Cancellation and refunds:
Courses of more than three months. (Courses of at least 13 weeks plus 1 day)
Students withdrawing within the first 10 working days of the course must be refunded in full less a deduction for costs incurred by the PTE, up to a maximum of 25% of the fee total paid
Courses of more than 5 weeks, but less than three months. (Courses of 13 weeks or less)
Where a student withdraws within the first five days of the course, tuition fees are refundable less 25%.
Courses of 5 weeks and less.
Where a student withdraws within the first two days of the course, tuition fees are refundable less 50%.
All students **must** take travel insurance, which covers unexpected cancellation of their course for any reason. NEC **cannot be responsible** for early departure due to family illness or crisis or change of travel plans or any other reason. The school will check travel insurance on arrival. (If you are having trouble arranging travel insurance, NEC can assist with obtaining Uni-care insurance) We **strongly recommend** insurance cover for 'loss of deposits' in case you have to change your course dates or cancel for any reason, such as the illness of a family member.
- Cancellation – Homestay and homestay placement fees.** Homestay fees (excluding placement fee) are refundable only with two weeks notice (4-8 weeks notice preferred).
- English plus further study – Early transfer.** NEC may transfer fees to a tertiary institution for further study in a subject area other than English if the following conditions are met: 1) You, the student have an Offer of Place for study in a NZ tertiary institution at the time of enrolment at NEC. 2) The tertiary institution is an NZ University, Institute of Technology or approved study partner for Nelson English Centre (3) Your English at the time of transfer reaches IELTS 6.0 (with no one module below 5.5) OR alternatively NEC issues a certificate of English competence which the tertiary institution accepts 4) We receive a letter / email from the institution confirming specific starting dates and acceptance of our transfer conditions and 5) We are satisfied that necessary Immigration requirements at the new institution are being met.
- Cancellation and currency fluctuations.** Any refunds will be in NZ dollars according to the amount received by the school.
- Refund payment.** Homestay refunds are payable at the school. Tuition refunds are not normally made except as per conditions 5.1, 5.2 and 5.3. If your fee was received by an educational consultant then any refund will be made to that company
- Homestay Conditions.** Homestay is available while students are studying at the school or doing applicable examinations only (plus 4 nights before and after). Please note that homestay does NOT include lunch on Monday to Friday. Homestay is available only for the period actually paid for, and a homestay family will only be reserved with advance payment. A retainer of \$50 per week (\$7 per night) is payable for holidays. If you are in homestay at the end of the year and the beginning of the next year then you will have to pay either the \$50 homestay retention, the homestay Christmas holiday rate or a new Homestay placement fee. There is no refund for the homestay Christmas holiday rate.
- Accidents and General Liability.** NEC cannot be held responsible for any damage, loss or injury at school or on any excursion. The school cannot be held liable for the failure to provide any contracted services where the failure is beyond its control – e.g. the weather. In the case of homestay, the school acts only as an agent and therefore has no liability. Under New Zealand law, personal injury claims cannot usually be made against NEC or any other organisation. Please note that in coming to NEC, you agree to arrange applicable travel insurance. Please check the conditions of your insurance carefully.
- Unplanned holidays.** Permission is only at the discretion of the Director of Studies, and applications may be refused if it creates excessive disruption of class, homestay arrangements, or clashes with visa requirements.
- Student Fee protections.** Fees are protected as per NZ government requirements. This school has chosen a bank bond protection mechanism with an independent trustee who is an accountant fully recognised by the New Zealand society of chartered accountants. **Procedure** - This means that if the school were to close for any reason, e.g., due to financial or regulatory problems, the full list price of your fees the school has received are protected. The name of your independent trustee is: John Murphy & Associates Ltd 23 Wallace St, Motueka 03 5281003, if there is a closure of the school he will arrange a student meeting which you should attend www.nzqa.govt.nz
- Privacy Act.** NEC may need to inform the New Zealand Immigration Service and relevant examining bodies of personal details relating to your status on your course. In signing this form or first day sheet, you give NEC permission to disclose such information to the relevant bodies.
- Activity excursion costs.** Costs cover staffing, food, accommodation and entrance fees. NEC provides transport as a courtesy.
- Conflict of interest.** There is no material conflict of interest of any of the governing members of NEC, nor do they have any interests in the education or Immigration sector that provide goods and services to tertiary students.
- Changes.** Students must inform NEC if they change contact details, accommodation type, residential address and immigration status.
- Immigration.** All students must meet the requirements of Immigration NZ to study in NZ www.immigration.govt.nz
- Designated pastoral care and accommodation.** Viv Marshall is currently responsible for this role, she is available Tuesday to Friday 9am to 4pm

I accept the enrolment conditions and I understand the 'no refund' policy. I agree to arrange suitable travel insurance.

Signed _____ Date _____



**NELSON
ENGLISH
CENTRE**

1st Floor, 189 Hardy Street, PO Box 1217, Nelson, New Zealand

Phone: +64 3 548 2255

Fax: +64 3 548 2261

Email: admin@english-school.ac.nz

Website: www.english-school.ac.nz

Nelson English Centre Code of Practice

Code of Practice: Nelson English Centre (NEC) has agreed to observe and be bound by the Code of Practice for the Pastoral Care of International Students. Copies of the Code are available from the New Zealand Ministry of Education website at www.minedu.govt.nz/international. Copies of the Code are on the notice board at school and is available in the following languages English, Arabic, Chinese, Japanese, Korean & Thai

Immigration: Full details of immigration requirements, advice on rights to employment in New Zealand while studying, and reporting requirements are available from 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 (including group students) must have appropriate and current medical and travel insurance while in New Zealand.

Facilities, equipment and staffing: NEC has 12 fully equipped classrooms, a self-study area, student kitchen and large student lounge, free email and internet (6+ terminals) and a self-study centre. The school is in central Nelson near the post office, bus station and other facilities. NEC teachers have EFL certificates from the University of Cambridge or equivalent. School Director James Upton is a qualified New Zealand State Sector teacher and was a teacher trainer on the well-regarded CTEFLA course. There are 6 to 15 teachers and an average of 12 students per class.

Refunds: (Please see the enrolment form for details of our Refund policy) (For details on Fee Protection, please see 'Fees Protection' in this document). Please note that refunds are not available except for government regulations, as listed on the enrolment form. Students must take insurance that covers unexpected withdrawal from a course and provider failure. You will be asked to show evidence of your insurance on arrival at NEC. As NEC does not refund school fees other than as required by NZ law, students wishing to pass IELTS and continue to study at University or Polytechnic should not enrol for excessively long periods of time. We suggest the maximum enrolment periods according to approximate ability level: Elementary - 50 weeks, Pre-Intermediate - 40 weeks, Intermediate - 25 weeks, Above Intermediate - 20 weeks.

Accommodation: NEC does not arrange accommodation for students not requiring homestays, and students visit and decide on accommodation directly.

Hostel accommodation: There is one small hostel near the city centre, Central Haven in Hardy Street. They supply a bed in a single room, and there is a shared kitchen for self-catering. Room prices range between \$120 and \$170 per week depending on a number of factors. However they are often full, so you should not assume that you could stay there. **Rental accommodation:** Some students prefer to share rented accommodation 'flats' with other young people, including young New Zealand people. Costs for a single room range from \$75 to \$130 per week plus power and telephone shared costs (Usually \$15 to \$30 each). There is usually a bond of 2-4 weeks rent. Most students walk or use bicycles to get to the school. Buses cost around \$3.50 per trip in Nelson. Other characteristics: Normally there are shared kitchen facilities in New Zealand, and in rental accommodation you often have to supply some or all the furniture. For information before departing for Nelson, contacts with all the property management companies are available at www.nelson.co.nz/listings/property-services. **Non-Homestay Accommodation application processes:** The NEC noticeboard has information on local hostels and some rental accommodation, or you can read the newspaper. NEC welfare staff will help with information on where to look for accommodation, but you must look and decide on the cost and desirability of accommodation yourself.

Assessment of Prospective Students. Prior Learning and Ability: You will receive a placement test on arrival and be placed in an ability class matched to your English Language Level. To be accepted into an examination class such as IELTS or Cambridge you will have to pass a test as directed by the Director of Studies. There is no academic requirement to study English at NEC, and NEC does not offer conditional acceptances.

Orientation Programme – What to Expect: On arrival at NEC on your first day you will be welcomed by our registrar / reception person. You will receive a welcome pack containing information on: Who is who and welfare staff in NEC (especially homestay person, Director of Studies and Registrar/Welfare); school premises and fire exits; around town highlights such as banks, post office and bus station (you can ask for extra help from reception/registrar); information on your course; holidays, and attendance; school rules (and the laws of New Zealand); respect for other students; compulsory insurance and 'No Refund' policy; homestay information; a restatement of enrolment conditions; information on what is included in the fee, health and safety requirements; and, driving in New Zealand. You will also receive information on what you can expect in class, with staff, with administration and welfare and safety in the building. Homestay information includes homestay etiquette including: housework, late nights, homestay extensions and communications, and also activities etiquette and alcohol comments. There is also information on school rules and on etiquette in the classroom. If you might drive in New Zealand, please see the following website for important information on driving in New Zealand: www.ltsa.govt.nz/roadcode/

Support Services: Soon after you arrive, you will meet our homestay/welfare person, our registrar/welfare person and also our Director of Studies who is also an additional welfare support person. You will also receive the English New Zealand (incorporating FIELSNZ) 24 hour emergency hotline number: 0800 106 108. We have an open door policy so we are more than happy for you to come to any of the above staff at any time if you have a problem.

Grievance Procedures: On arrival at NEC, students are told the following grievance procedure: We welcome you to our school, but if you have a problem, please let us know. You can talk to your teacher, or the school welfare staff (Registrar, Director of Studies or Homestay person) or you can make an appointment to see our school's Director. If you have a complaint that our staff have not been able to satisfy, you may wish to write to another organisation. Our school is a member of English New Zealand. You may write to the Secretary of English New Zealand at admin@englishnewzealand.co.nz. If English New Zealand is unable to help you please contact the New Zealand Qualifications Authority. Their address is PO Box 160, Wellington free phone 0800 697 296. Or you can contact the International Education Appeal Authority, Care of Ministry of Education, Private Bag 47-911, Ponsonby, Auckland.

School rules and termination of tuition: (Refer to: Welcome pack: 'School enrolment agreement and rules') Students must attend 80% of classes. (Exceptions: With Bona Fide Doctor's Certificate) **Termination Procedure:** If students do not attend or commit a serious offence against New Zealand laws (eg drug offence or assault) they may be immediately expelled without refund. In the case of non-attendance, two formal warnings will be given; one verbal and one in writing. In the case of disruptive behaviour and etiquette problems, behaviour will be discussed case by case with the Director of Studies and, in the case of recidivist and serious offending, the Director of Studies may expel students after warnings are given as above. If your study is terminated through this procedure, NEC is obliged by regulation to inform the New Zealand Immigration Service of your non-attendance. **Termination Support Procedure:** If you do not attend 80% of classes the Director of Studies or delegated person will meet with you to sympathetically work out whether there is any legitimate cause for your absence. For example, if you are ill (proof required in the form of a legitimate medical certificate) you can discuss the details of your illness with the Director of Studies, who will listen sympathetically. If you don't know the name of a doctor, we will refer you to one. If you have had a relationship problem or psychological or cross-cultural adjustment problem, and this is causing your absence, the Director of Studies will listen carefully and



then make appropriate recommendations. If, after you have received a sympathetic hearing and, if necessary, have had up to 2-3 days to seek appropriate professional or other help and attendance continues to be below 80% without further explanation, then termination proceedings will continue as above.

Fee protection and refunds policy: Fees are protected as per NZ government requirements. This school has chosen a bank bond protection mechanism with independent trustee who is an accountant fully recognised by the New Zealand society of chartered accountants. This means that if the school were for any reason to close due to financial or regulatory problems the fees the school has received are protected. See school enrolment conditions for name of trustee

A summary of the Code of Practice for the Pastoral Care of International Students

A summary of the Code of Practice for the Pastoral Care of International Students

The Code sets standards for educational providers to ensure that: high professional standards are maintained, the recruitment of international students is undertaken in an ethical and responsible manner, information supplied to international students is comprehensive, accurate, and up-to-date, students are provided with information prior to entering into any commitments, contractual dealings with international students are conducted in an ethical and responsible manner, the particular needs of international students are recognised, international students under the age of 18 are in safe accommodation, all providers have fair and equitable internal procedures for the resolution of international student grievances, Full details of what is covered can be found in the Code itself. The Code also establishes the IEAA and the Review Panel to receive and adjudicate on student complaints.

Introduction: When students from other countries come to study in New Zealand, it is important that those students are well informed, safe, and properly cared for. New Zealand educational providers have an important responsibility for international students' welfare. This pamphlet provides an overview of the "Code of Practice for the Pastoral Care of International Students" (the Code), and provides a procedure that students can follow if they have concerns about their treatment by a New Zealand educational provider or agent of a provider.

What is the Code? The Code is a document that 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 pastoral care and provision of information only, and not to academic standards

Who does the Code apply to? The Code applies to all education providers in New Zealand with international students enrolled. The Code is mandatory to these providers and must be signed by them.

What is an "international student"? An "international student" is a foreign student studying in New Zealand.

How can I get a copy of the Code? You can download a copy of the Code from the Ministry of Education website at www.minedu.govt.nz/codeofpractice

How do I know if an educational provider has signed the Code? The New Zealand Ministry of Education maintains a register of all signatories to the Code. This is available online from www.minedu.govt.nz/international. If the education provider that you are seeking to enrol with is not a signatory to the Code you will not be able to study at that institution.

What if I have questions about the Code? The New Zealand Ministry of Education is the Administrator of the Code. If you have any inquiries about the Code, you can email: info.code@minedu.govt.nz.

What if something goes wrong? If you have concerns about your treatment by your education provider or by an agent of the provider, the first thing you must do is contact the principal, the international student director, or another person who has been identified to you as someone that you can approach about complaints at your institution. The Code requires all institutions to have fair and equitable internal grievance procedures for students, and you need to go through these internal processes before you can take the complaint any further. If your concerns are not resolved by the internal grievance procedures, you can contact the International Education Appeal Authority (IEAA).

What is the International Education Appeal Authority (IEAA)? The IEAA is an independent body established to deal with complaints from international students about pastoral care aspects of advice and services received from their education provider or the provider's agents. The IEAA enforces the standards in the Code of Practice.

How can I contact the IEAA? You can write to the IEAA at: The International Education Appeal Authority, Private Bag 32-001 Panama Street Wellington 6146, New Zealand. Email: info.ieaa@minedu.govt.nz Ph. 64 4 462 6660

What will the IEAA do? The purpose of the IEAA is to adjudicate on complaints from international students. The IEAA will investigate complaints and determine if there has been a breach of the Code. The IEAA has the power to impose sanctions on education providers who have committed a breach of the Code that is not a serious breach. These sanctions include an order for restitution, publication of the breach, and/or requiring that remedial action be undertaken. The IEAA will refer complaints that are not about pastoral care to another regulatory body if appropriate. The education provider will be given a reasonable time to remedy the breach. If the breach is not remedied within that time, the IEAA may refer the complaint to the International Education Review Panel (the Review Panel). The IEAA can determine if it considers that a breach of the Code is a serious breach. If the breach is a serious breach, the IEAA will refer the complaint to the Review Panel.

NEC Revision of information: Revised May 2015 Miles Fitton.