

New Zealand Student Application for Micro Credential – Terms & Conditions of enrolment

Rules and Regulations

1. All students agree to abide by the Rules and Regulations of the New Zealand School of Food and Wine (Auckland) Limited (NZSFW) and the laws of New Zealand. Full details of rules, regulations, conduct, attendance, academic requirements, complaint procedure will be explained on Day One of the course and in the Student Orientation handout.
- 1.2 Please let us know if you are travelling from Overseas or outside of the Auckland region to attend this class.
2. **Fee Payment**
Tuition fees must be paid before course commencement to reserve your place. Places cannot be held without payment. Fees can be paid by online Bank Transfer or credit card or EFTPOS at NZSFW office (prior to the course commencement).
3. **Refund of Fees for Micro Credential Courses**
 - 3.1 If a person misses a Class as a consequence of illness or for any illness or for any other reason, whether within or outside his/her control they shall not be entitled to attend any other course in place of that missed course or be entitled to a refund. The person may send a substitute to take their place in the booked class only.
 - 3.2 NZSFW reserves the right in its absolute discretion to modify the fees, organisation, tutors, scheduled time and date and/or structure of any or all of its demonstration or short course programs.
The value of the refunds depend on the notice period of the cancellation.
 - a) 5 days before course commencement – Full Refund
 - b) Between 5 and 2 working days before course commencement – 50% Refund
 - c) Within 2 working days of course commencement – No Refund** If we are able to fill the vacancy from a waiting list a 50% refund will be provided.
No refunds are provided on transferred classes.
 - 3.3. Fees will be fully refunded for classes cancelled by NZSFW.
5. **International Visitors and Students**
 - 5.1 If you are visiting New Zealand you may attend a micro credential using a visitor's visa. A student visa is not required for courses of three months or less.
 - 5.2 **Voluntary closure or course cessation**
In the unlikely event that NZSFW closes or ceases to offer a course in which students are enrolled, NZSFW will refund the course fees for affected students on a pro rata basis within five working days, unless NZQA permits a longer period. Where a Course Closure Event is due to a natural disaster the Course may resume within ten working days after any notice by NZQA of course closure but students will be notified by NZSFW within five working days of their right to opt out of the course within 20 days and receive a pro rata refund from when they last attended.
6. **Misconduct and Disciplinary Procedure**
 - 6.1 The Director/General Manager of NZSFW reserves the right to terminate the training of any student at any time for misconduct subject to 6.2 and 6.3 below (e.g. theft, irregular attendance of class, use of alcohol, drugs, disruptive behaviour, noncompliance with laws of New Zealand) or any other reason as they think fit after fair and reasonable notice & consideration of the student perspective.
 - 6.2 A disciplinary problem will be formally acknowledged by one verbal warning from the Director/General Manager to the student concerned. If the student fails to rectify his or her behaviour, the Director/General Manager will formally write to the student with their concern and notice of their intention to exclude the student.
 - 6.3 Upon receiving written notification from the Director/General Manager a student shall no longer be permitted to attend any further class or classes on any course.
7. **Liability**
 - 7.1 NZSFW shall be under no liability to any student or their family for any loss or damage, including personal injury or death, sustained at or upon NZSFW's premises howsoever caused and whether in respect of any negligent act or omission by NZSFW, its employees or agents.

- 7.2 The Director/General Manager of NZSFW reserves the right in their absolute discretion and without notice to alter the organisation, time and/or date and/or structure, and/or teachers of any course at any time, after fair and reasonable notice & consideration of those affected by the proposed change.

INTERNATIONAL STUDENTS

8. **Code of Practice for International Students**
NZSFW has agreed to observe and be bound by the Education (Pastoral Care of International Students) Code of Practice 2016. The Code sets out the minimum standards of advice and care that are expected of educational providers in New Zealand. View the Code at <http://www.education.govt.nz/ministry-of-education/legislation/regulations-to-support-international-students/>
9. **Counselling and support for international students on campus**
The international student support staff are responsible for supporting international students while studying at NZSFW.
10. **Medical and Travel insurance**
International students must have appropriate and current medical and travel insurance while studying in New Zealand. Students will need to provide NZSFW with evidence of their insurance policy documentation in English or purchase insurance from providers recommended by NZSFW.
11. **English Language Requirements**
International students, whose first language is not English, must provide evidence of their English Level.
12. **Complaints Procedure:**
Internal Procedure: NZSFW welcomes feedback and students should approach NZSFW staff with any concerns or issues, whether a complaint or an appeal against an assessment decision. If a student is unhappy about an assessment, they must contact their tutor within 7 days to request a reassessment. The tutor will then reassess the student at a mutually agreeable time. If the student is not satisfied with the outcome, the student may appeal to the General Manager/Director. Appeals must be made in writing within 7 days. The General Manager/Director will then evaluate the case after discussions with the tutor. The matter may then be referred to the Management Advisory Board or the ITO responsible for the unit standard.
External Procedure: At the Director/General Manager's discretion, an independent evaluation or reassessment will take place e.g. by the NZSFW Advisory Management Board or someone appointed by the Director/General Manager. This evaluation will be full and final. No further appeals will be entertained by NZSFW.

If the student is unhappy with the system of complaint resolution or the outcome, a complaint can be made to NZQA, by calling them on 0800 697 296 or following the procedure set out on the NZQA website: nzqa.govt.nz

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