

Welcome to UCOL, the Universal College of Learning.

This Enrolment Guide and attached Enrolment Form is for DOMESTIC STUDENTS only.

You must read this Enrolment Guide before filling out the Enrolment Form. This Enrolment Guide and the Enrolment Form contain important terms and conditions of your contract with UCOL. The numbered sections in this Guide match the numbered sections in the Enrolment Form. If you need any information or help contact UCOL on 0800 46 8265 or email enquiry@ucol.ac.nz.

Step by Step Enrolment at UCOL

- 1** Use a pen to fill out and sign the attached Enrolment Form and post or deliver it to UCOL. Avoid frustrating delays; ensure you attach all required verified documents, e.g. birth certificate, academic records, etc.
- 2** When UCOL receives your Enrolment Form and your proof of identity you are conditionally enrolled at UCOL. Please read Further Terms of Your Enrolment at UCOL to understand what conditional enrolment at UCOL means. This is very important.
- 3** If you meet UCOL entry requirements or if places on the courses/qualifications are limited and if UCOL selects you for one of those places you will receive a UCOL Confirmation Letter and an invoice for fees payable for the courses/qualifications you selected.
- 4** You must pay all of your fees before the first day that teaching starts in the programme of study you are enrolled in. If you are paying your fees by student loan, apply online at www.studylink.govt.nz or call 0800 88 99 00.
- 5** Once your enrolment is confirmed, and your fees paid (or arranged through StudyLink) you can then attend class, get a Student ID Card, computer logon, car park sticker and course books (if any).

HELP IN COMPLETING THE ENROLMENT FORM

If you are a new student at UCOL please complete ALL sections. If you are a returning student please complete 1, 2, 9 and 11, unless any other information has changed. If information has changed then fill out that section as well.

1 PERSONAL INFORMATION

NSI

The National Student Index (NSI) number is unique to you and stored on the Ministry of Education national database. It is used to verify your identity if your NSI number is active.

Name

UCOL requires a verified copy of your birth certificate, passport or whakapapa statement which shows your full legal name. If you want to be known by a different name please indicate.

For New Zealand birth certificates please contact 0800 22 52 52 or email bdm.nz@dia.govt.nz.

Citizenship & Residency Status

Please select what best describes your citizenship and residency status. This is an important question as it affects your enrolment and fees.

“New Zealand Citizen” includes citizens of Tokelau, the Cook Islands and Niue.

Tick “Other” only if you are within one of the following categories (and specify which category on the Enrolment Form):

- a person with diplomatic status (“Diplomat”) or a dependent of a Diplomat;
- part of a scientific programme under the Antarctica Act 1960 (“Scientist”);
- in New Zealand under an exchange scheme approved by the government (“Exchange Student”);
- a person with refugee status (“Refugee”);
- a person who is military personnel or a family member of that person;
- a dependent of any foreign student who is supported by a scholarship funded by NZAID (“NZAID Dependent”).

If you cannot tick one of the boxes then you are an International Student and must complete an international application and NOT this Enrolment Form. If you tick NZ Permanent Resident residing in New Zealand UCOL requires a verified copy of your Residency Visa. Please note, the description of domestic students does change so please check at the UCOL’s Student Registry if you are unsure.

Residential Address

UCOL needs to know your residential address while studying with us (if known). We also need your permanent home address before studying at UCOL, if different.

2 COURSES/QUALIFICATIONS

Courses (Electives)

If your qualification requires you to choose courses (paper electives), this needs to be done at the time of completing the

Enrolment Form. Elective Sheets for your qualifications are available from UCOL Information Centres or email enquiry@ucol.ac.nz or 0800 46 8265.

RPL

Recognition of Prior Learning (RPL) is when you apply to UCOL to credit your prior learning towards the qualification you are enrolling in at UCOL. Your prior learning may be from courses studied at UCOL or elsewhere, or may be from your life experience, or on the job training. If you tick “yes”, please request a Recognition of Prior Learning Application form from UCOL Information Centres. UCOL will decide if your application for RPL is successful.

3 SECONDARY SCHOOL EDUCATION

Please indicate your highest level of academic achievement you gained while at secondary school. If your qualifications are from overseas please state the country and name of qualification gained.

If you are under 20 years of age, you must provide a verified copy of your NCEA/NZQA results.

4 TERTIARY STUDY

Tertiary study is study at a Polytechnic, (Institute of Technology), University, College of Education, Private Training Establishment or Wananga in New Zealand or overseas since leaving secondary school. Do not include enrolments in STAR, community or hobby classes.

5 ETHNICITY

NZ Maori

If you ticked NZ Maori, please indicate your iwi (up to three if applicable). A full list of Iwi are available from UCOL Information Centres and on UCOL’s website www.ucol.ac.nz.

6 PRIOR ACTIVITY

What was your main activity or occupation on the 1st October immediately prior to the start date of your programme of study at UCOL? For example, if your course starts in 2010, what were you doing on the 1st October 2009? Select one only.

7 IRD NUMBER

Your Inland Revenue Department (IRD) number is needed for tax and student loan purposes.

8 DISABILITY DETAILS

This information is required for the Tertiary Education Commission and helps us to provide better services to our students.

UCOL's Disability/Accessibility Coordinator is notified of students who identify themselves as having a disability. Please contact our friendly Disability/Accessibility Coordinator about your needs and discuss support strategies by calling 0800 46 2865.

9 FEES

Once you receive UCOL's Confirmation Letter you must pay ALL fees (tuition fees as set by UCOL, and all, if any Student Services Levy, course costs and Student Association fees) in full prior to the start date of your programme of study.

Even if you do not participate you are still liable to pay all fees to UCOL, unless UCOL receives your Change of Details/Circumstances form completed and signed by you within the relevant Refund Period (refer to Further Terms of Enrolment at UCOL in this Guide).

You can pay your fees by cheque, cash EFTPOS, credit card, direct credit or make a secure online payment on our website www.ucol.ac.nz using your Mastercard or Visa credit card. If you direct credit, UCOL bank details are ANZ Palmerston North Branch, account number 01 0745 0039831 02. Please put your surname and Student ID in the reference field so we can identify your payment.

Anyone can pay your fees on your behalf (e.g. your employer) but if they fail to do so then you are still liable to pay all fees. If someone else is to pay your fees, please provide their contact details with your Enrolment Form so that we may contact that person to confirm payment.

If you are enrolling in a qualification that takes more than one academic year to complete, you must enrol on a yearly basis and fee information for each year will be available before you enrol.

If you have any problems paying your fees, please contact UCOL's Student Registry Services or UCOL Information Centres to see if there is anything that can be done to help. We also offer financial and budgeting advice through our Student Support Services. You must also pay all debt collection costs incurred by UCOL in recovering any unpaid fees from you.

StudyLink

If you are paying your fees by Student Loan, please organise this well in advance to allow time for processing and approval by StudyLink. You must make your own enquiries with StudyLink, but please don't wait until your enrolment has been confirmed.

StudyLink must pay your fees before your course start date, and no later than 14 days after the first course start date of your programme of study.

If you are refused a Student Loan you must still pay all fees in full, unless you withdraw in the manner required by UCOL within the relevant UCOL Refund Period.

For further information or to obtain a StudyLink Loan Application form, please call StudyLink on 0800 88 99 00 or visit their website at www.studylink.govt.nz.

WINZ

If you are paying your fees by Training Incentive Allowance (TIA), you are applying to Work and Income New Zealand (WINZ). TIA application forms are available from WINZ or UCOL Information Centres.

You need to bring your TIA application form into one of UCOL Information Centres, so that we can verify your study details. If you receive a UCOL Confirmation Letter, UCOL will send an invoice to you, which you need to give to WINZ with your TIA application for payment.

WINZ will then advise you how much of your fees they are prepared to pay (if any). You may wish to apply to StudyLink to pay any difference. Please organise this well in advance to allow time for processing and approval by WINZ. You must make your own enquiries with WINZ, but please don't wait until your enrolment has been confirmed.

If you are refused a TIA you must still pay all fees in full unless UCOL receives your completed signed Change of Details/Change of Circumstances form within the relevant UCOL Refund Period (refer to Terms & Conditions in this Guide).

10 CHECKLIST

Please use the checklist to ensure you have completed the Enrolment Form and attached all verified documents. Please avoid frustrating delays by correctly completing the Enrolment Form and enclosing all verified documents.

11 ACKNOWLEDGEMENT & DECLARATION

It is important that you read and understand this Guide and the Enrolment Form before signing and sending the Enrolment Form to UCOL. This is because when UCOL receives your Enrolment Form and once UCOL is satisfied with your identity you have a contract to study the courses/qualifications on your Enrolment Form (subject to your right to withdraw as stated in this Guide and Enrolment Form) if UCOL sends you an enrolment Confirmation Letter.

Additionally, in some courses/qualifications selected by UCOL, UCOL must be satisfied that you intend to complete the courses/qualifications. If UCOL is not satisfied, UCOL may, at its sole option, by letter, end your enrolment.

If you are under 18 years of age at the time of signing, you will also need a parent/guardian to sign your enrolment form.

Please refer to the back of this Enrolment Guide as it contains Further Terms and Conditions of your enrolment.

FURTHER TERMS OF YOUR ENROLMENT WITH UCOL

Conditional Enrolment at UCOL

- a) Your enrolment at UCOL is subject to meeting UCOL entry requirements (if any) or where places are limited UCOL selecting you for one of those places and in some courses as decided by UCOL, UCOL being satisfied that you intend to complete those courses/qualifications.
- b) You agree to give UCOL promptly any information UCOL requests.
- c) If you change your mind and if you want to change your courses/qualifications or if you do not want to study at UCOL you must fill out, sign and UCOL's Student Registry or UCOL Information Centre must receive your signed completed Change of Details/Circumstances form. This is the ONLY way you can withdraw. If UCOL does not receive your signed, completed Change of Details/Circumstances form within the relevant UCOL Refund Period then you will be required to pay all of the Tuition Fees, Student Services Levy, and any other fees for the courses/qualifications you are enrolled in and the Student Association fee (if any) even if you do not participate. If UCOL receives the completed, signed Change of Details/ Circumstances form within the relevant UCOL Refund Period you will be entitled to a partial refund.

Acknowledgement & Declaration

In completing, signing and UCOL receiving the Enrolment Form, you agree that:

- a) If UCOL confirms your enrolment you will pay to UCOL all of the fees (including tuition fees, Student Services Levy, course costs and any Student Association fees) for courses/qualifications that you are enrolled in before the first date teaching starts on your programme of study. Even when UCOL ends my enrolment because UCOL is not satisfied that I intend to complete the courses/qualifications I acknowledge and agree that I may, at UCOL's option, still be required to pay all fees and if I have not paid the fees when UCOL ends my enrolment UCOL may, at UCOL's option, still require me to do so.
- b) You are aware of all fees and all materials, books, special clothing, safety equipment, tools and other items that may be required to be brought or provided by you for each course/qualification that you are enrolled in.
- c) You will abide by all UCOL statutes, policies, procedures and code of conduct (including all new or amended statutes, policies and procedures).
- d) You understand and consent to the provisions relating to the collection, use, storage and disclosure of information about you.
- e) Even after you have been sent an enrolment Confirmation Letter your continued enrolment is conditional upon UCOL being satisfied that you intend to complete the courses/qualifications. UCOL may, by letter, end your enrolment if UCOL is not satisfied that you are keeping your commitment to complete the courses/qualifications you are enrolled in (subject to your right to withdraw in the way required by UCOL). If UCOL ends your enrolment because this condition is not satisfied or waived by UCOL, UCOL may, at UCOL's sole option, retain payment of all fees by you or if not already paid require payment from you of all fees.
- f) Even after UCOL has confirmed your enrolment in writing, UCOL may still cancel or postpone or change the content of the courses/qualifications you are enrolled in or cancel your enrolment under the Education Act 1989 or as otherwise permitted by law.
- g) If you are enrolling in a course/qualification where UCOL requires you to supply further information (e.g. health, police check, etc) you agree to promptly supply that information. You understand your enrolment on that course/qualification is conditional on UCOL being satisfied with the content of the information UCOL receives.
- h) When you enrol in a qualification that will take you more than one year to complete, the tuition fees and other fees payable for your second and successive year(s) will be set by UCOL before you enrol in that second and successive year(s).

Your Details/Circumstances Change

After UCOL receives the Enrolment Form, if your details or circumstances change you must obtain, complete, sign and give to UCOL a Change of Details/Circumstances form. These Forms are available from UCOL's Student Registry or UCOL Information Centres or www.ucol.ac.nz. These Forms must be completed, signed and received by UCOL if you:

- a) Wish to withdraw from and/or change your courses/qualifications; and/or
- b) Change your name, contact details, residency or citizenship (attach verified documents); and/or
- c) Wish to enrol in any additional course(s).

Withdrawing from Courses/Qualifications

The date of your withdrawal is the date that UCOL's Student Registry Services or UCOL Information Centre receives your completed and signed Change of Details/Circumstances form, which is the date inserted by UCOL on the top of the form. This is not the date you post the form. YOU ARE RESPONSIBLE for ensuring that UCOL's Student Registry Services or UCOL Information Centre receives your completed and signed Change of Details/Circumstances form. You cannot withdraw by telling someone. If you withdraw after the end of the relevant Refund Period and if you have not paid all of your fees you must still pay all of your fees. UCOL may use a debt collection agency or take legal action to recover all unpaid fees. You must also pay all costs UCOL incurs in recovering any unpaid amounts from you.

Changing Courses/Qualifications

You can only change your courses/qualifications by completing, signing and UCOL Information Centre or UCOL's Student Registry Services receiving a completed signed Change of Details/Circumstances form. If you wish to enrol in different UCOL courses/qualifications you must also fill out an Enrolment Form for those courses/qualifications. If you change courses/qualifications after the relevant UCOL Refund Period then you must also pay the full fees for the courses/qualifications you withdraw from and for the new courses/qualifications you enrol in.

Variation and Cancellation of Courses/Qualifications – Cancellation of Enrolment

At any time, even after UCOL has sent you a Confirmation Letter UCOL may, at UCOL's sole discretion:

- a) Cancel or postpone any courses/qualifications you are enrolled in, whether partially completed by you or not. If UCOL cancels any courses/qualifications UCOL will supply a full refund of all fees for courses/qualifications it cancels, which you were enrolled in and which you have not undertaken. If UCOL postpones any courses/qualifications then if the new course start date does not suit you, you can receive a full refund of all fees for the enrolment period and not undertake the course. Where UCOL cancels or postpones any courses/qualifications UCOL will not pay you any compensation.
- b) Change course content; or

- c) End your enrolment if UCOL, at its sole discretion is not satisfied that you intend to complete the courses/qualifications you are enrolled in with those courses/qualifications solely determined by UCOL. If UCOL cancels your enrolment as permitted by the Education Act or otherwise by law you will not receive any refund of any fees.

Refunds

You may be eligible for a partial refund of your tuition fee if you are studying:

- a) Full time towards a qualification(s) and enrolled for a whole year and Withdraw** at any time before the end of two weeks from the First Date Teaching Started*
- b) Full time towards a qualification(s) and enrolled for one semester only and Withdraw** at any time before the end of two weeks from the First Date Teaching Started*
- c) Part time towards a qualification(s) and enrolled either for one semester or one year and Withdraw** at any time before the end of one week after the First Date Teaching Started*
- d) In any other case, Withdraw** no later than one day after the First Date Teaching Starts*

If you receive a UCOL Confirmation Letter and if you withdraw in the manner required by filling out the UCOL Change of Details/Circumstances form, signing it, dating it, and UCOL Student Registry Services or UCOL Information Centres receiving it within the time required then a partial refund is available. All tuition fees include a non-refundable administrative portion of \$45 (GST inclusive).

You will not receive a refund for any course costs.

*The first date a student is advised by UCOL to commence study at UCOL for their chosen programme of study (may include course and/or UCOL orientation).

**Withdraw means you filling out the UCOL Change of Details/Circumstances form, dating it, signing it and UCOL Information Centres or Student Registry Services receiving it within the time required for a partial refund.

If UCOL ends your enrolment because UCOL is not satisfied that you intend to participate or complete the courses/qualifications you are enrolled in then, unless UCOL decides otherwise, you will not receive any refund of any fees including tuition fees, student services levy, any course costs and any Student Association fee.

Privacy

In submitting an Enrolment Form to UCOL, you authorise the collection, holding and disclosure referred to below and acknowledge that:

- a) UCOL collects and stores information about you. Some of this information is and will be provided by you. Some of it will be collected by UCOL during your enrolment with us.
- b) you authorise UCOL to disclose such information to other organisations including the Ministry of Education (funding and student statistical returns), New Zealand Qualifications Authority (Record of Learning registration and Unit Standard outcomes), Tertiary Education Commission, Industry Training Organisations (funding and academic outcomes), the Nursing Council, Professional Registration Boards, Ministry of Social Development (confirmation of enrolment and academic outcomes), Inland Revenue Department (student loan interest rebate), AS@U (UCOL's student association), Department of Immigration and any agencies or others who support particular students through scholarships and prizes, payment of fees or other awards (if you receive this assistance).
- c) UCOL may use such information for marketing purposes, to select students for qualifications, to manage internal processes and for internal reporting. Information about students may be supplied to, and sought from, other educational institutions for the purpose of verifying academic records or otherwise.
- d) you also authorise UCOL to release information about you to Government agencies including the New Zealand Police, Department for Courts and Department of Corrections, Accident Compensation Corporation and the Department of Immigration. If your guardian has signed the Enrolment Form then you authorise UCOL to release whatever information we wish to that guardian.
- e) under the Privacy Act 1993 you may ask UCOL to provide you with copies of the information it holds about you. If you disagree with any such information you may ask to have it corrected.

Limitation of Liability

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.

You agree, to the extent permitted at law, UCOL's total liability to you (including the provision of any refunds as set out in this Guide), however it arises, if established, is limited to the amount of the tuition fees that you pay to us for the enrolment period in which the liability arises.

Disputes and Complaints

In sending UCOL the Enrolment Form, you agree to abide by our statutes, policies and procedures for resolving disputes and complaints. You also agree that you have had an opportunity to read our statutes, policies and procedures prior to submitting your application. If you would like a copy, please refer to UCOL's Information Centres or phone us on 0800 46 8265.

Professional Occupational 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.

Representations

If UCOL sends you a Confirmation Letter you acknowledge that you alone have decided to study towards the courses/qualifications stated in the Enrolment Form. You are not relying on UCOL's judgement or any oral statements that a course/qualification is suitable for any particular purpose, unless UCOL has informed you, in writing, that a course/qualification is suitable for a particular purpose. You also agree, to the fullest extent permitted by law, that no oral statement made to you by or on behalf of UCOL is binding unless UCOL records that statement in writing.