

CCEL

CHRISTCHURCH & AUCKLAND

COLLEGE OF  
ENGLISH

IN PARTNERSHIP WITH THE UNIVERSITY OF CANTERBURY



Enjoy learning  
**English**

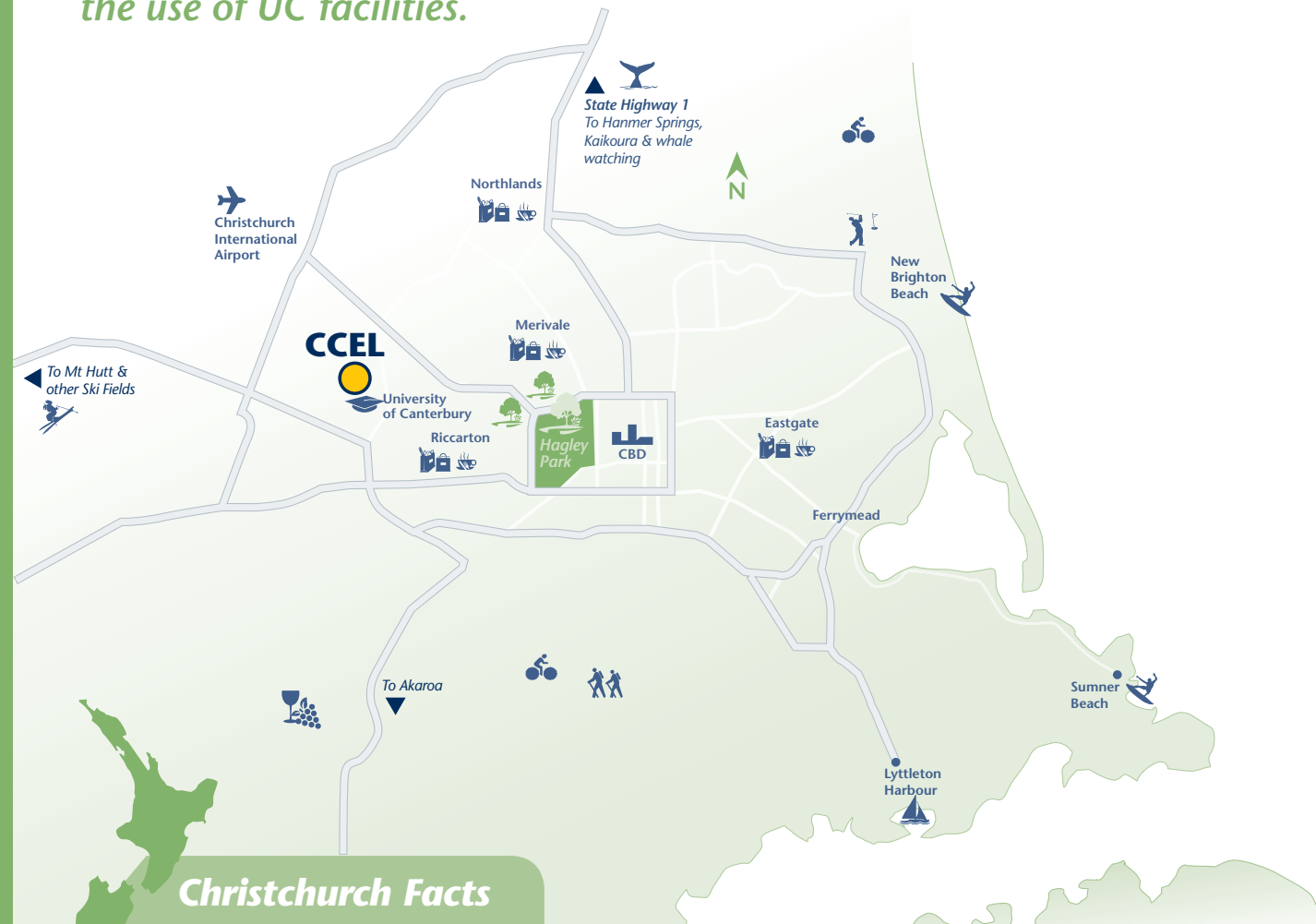
.....  
**Discover**  
**New Zealand**





# CCEL Christchurch

CCEL Christchurch is on the University of Canterbury (UC) campus. At CCEL Christchurch you can enjoy a university environment and the use of UC facilities.










## Christchurch Facts

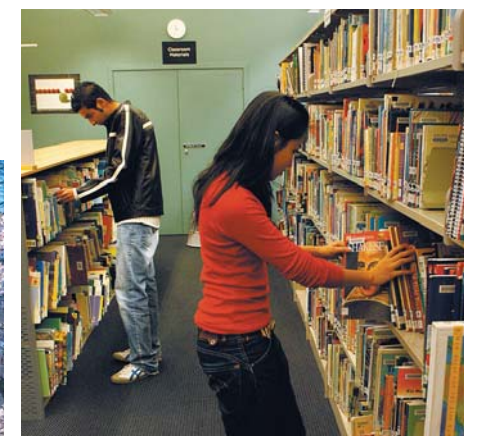
Christchurch is New Zealand's second largest city with a population of about 350,000. Christchurch lies between the spectacular Southern Alps and the beautiful Pacific Ocean and is the gateway to the South Island.

### IN AND AROUND CHRISTCHURCH YOU CAN ENJOY:

-  Skiing
-  Golf
-  World class wineries
-  Beautiful parks and gardens
-  Whale watching
-  Mountain biking

### Facilities

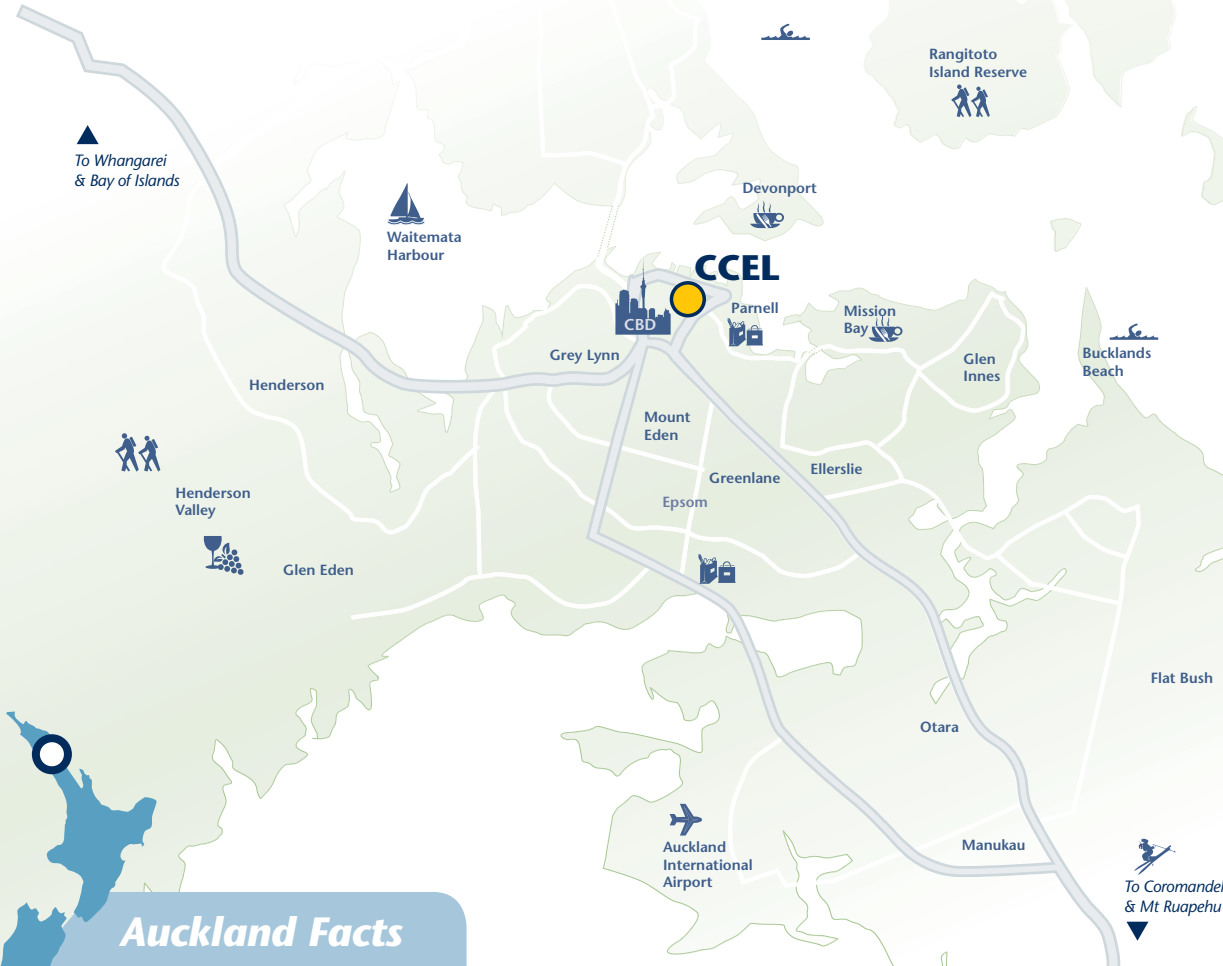
-  20 classrooms
-  Self-study centre
-  Computer room with free internet and Wifi
-  Digital listening lab
-  University libraries
-  University cafeteria & student lounge
-  University sports facilities





# CCEL Auckland

CCEL Auckland is located in the city centre and is surrounded by restaurants, movie theatres and great shopping. At CCEL Auckland you can enjoy studying in a vibrant city atmosphere.



## Facilities



12 classrooms



Self-study centre



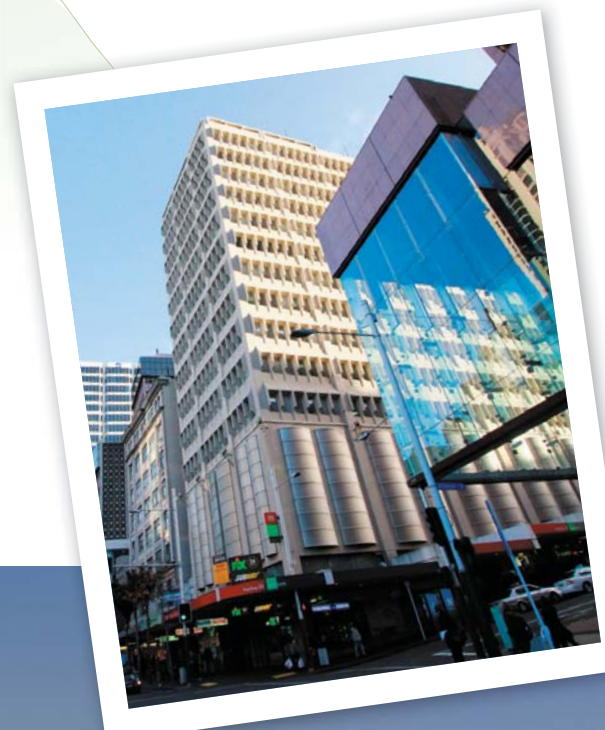
Computer room with free internet and Wifi



2 TV/DVD rooms



Student kitchen and lounge



## Auckland Facts

Auckland is New Zealand's largest city with a population of over 1 million. Built between 2 harbours, Auckland is a city known for cultural diversity, exciting nightlife and beautiful scenery.

IN AND AROUND AUCKLAND YOU CAN ENJOY:



World class dining



Shopping



Fishing



Sailing



Cultural activities



Nightlife





# Courses

Students from around the world have been learning English at CCEL since 1991. CCEL courses are approved by the New Zealand Qualifications Authority (NZQA) and CCEL has the highest possible NZQA quality rating.

## General English (GE)

CCEL's General English courses are for people who want to improve their all-round English skills and learn how to communicate effectively. CCEL offers GE at 6 levels from beginner to advanced. GE courses include, speaking, listening, reading and writing lessons and vocabulary and grammar development. They also include discussions of news and current affairs and New Zealand customs and culture. Courses are intensive, have regular testing and a focus on student progress. They also help develop skills for independent lifelong learning.

## Cambridge Exam Preparation

Students can gain internationally recognised General English qualifications by taking Cambridge Exam Preparation courses and exams at CCEL. CCEL offers Cambridge courses at 3 levels from low intermediate (A2+) to advanced (C1). Cambridge courses help to develop and strengthen all aspects of students' knowledge and use of English, as well as their exam skills. Students can take the exams at CCEL.

## IELTS Preparation

Students can prepare for internationally recognised Academic English qualifications by taking IELTS Exam Preparation courses at CCEL. IELTS courses help to develop and strengthen students' knowledge and use of academic English, as well as their exam skills.

## Business English

CCEL's Business English courses are for students planning to use English in their careers. As well as developing students' English skills overall, CCEL's Business English courses introduce business language, concepts and skills, including making presentations, negotiating, participating in meetings and business writing.

## English for Academic Purposes – Pathway to UC (EAP)

CCEL's EAP courses are not only for students who wish to study at UC but also for students who want to study at any tertiary institution in an English-speaking country. The courses are offered at 2 levels and focus on Academic English skills.

## TESOL/Cambridge TKT

CCEL's TESOL/Cambridge TKT course is perfect for non-native English speakers who want to teach English with confidence, improve their job opportunities, and gain a teaching qualification from Cambridge ESOL. The course includes teaching theory, teaching practice and observations of CCEL classes.

## CELTA

The CELTA (Cambridge Certificate in English Language Teaching to Adults) is a highly-regarded internationally recognised qualification awarded by Cambridge ESOL. It is for native (or near native) English speakers who have little or no previous English language teaching experience. It is also ideal for more experienced teachers without an equivalent qualification.

## CCEL Timetable

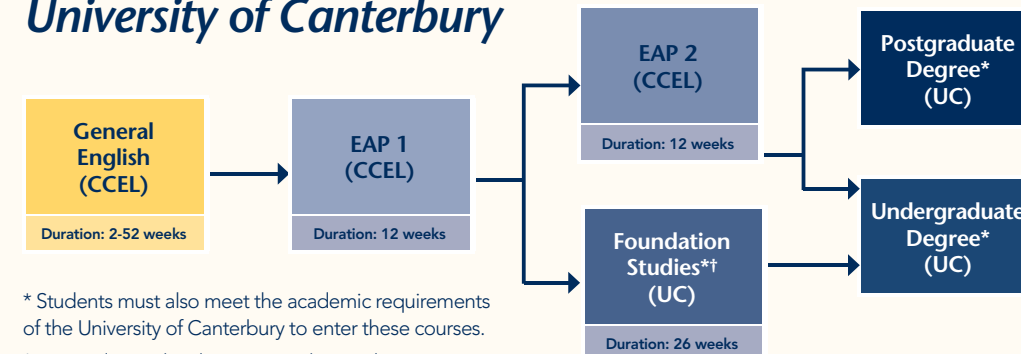
09:00 – 11:00	Lesson 1
11:00 – 11:20	Break
11:20 – 12:20	Lesson 2
12:20 – 13:20	Lunch
13:20 – 14:20	Lesson 3
14:20 – 14:35	Break
14:35 – 15:35	Independent Learning Programme

For more information about the CCEL timetable please visit [www.ccel.co.nz](http://www.ccel.co.nz)

## CCEL – UC's pathway partner

CCEL is the University of Canterbury's English language provider. Students who successfully complete an English for Academic Purposes – Pathway to UC course at CCEL (and meet UC's academic entry requirements) can transfer to one of UC's pre degree, undergraduate degree or post graduate degree programmes without taking IELTS.

## Pathways to the University of Canterbury



\* Students must also meet the academic requirements of the University of Canterbury to enter these courses.

† For students who do not meet the academic criteria for direct entry to Undergraduate degrees.

## English for Academic Purposes – Pathway to UC

CCEL Course	Entry Requirements (One of the following)	Pass Marks	Exit to
EAP 1	Pass grade in the CCEL EAP1 entry test*	Grade C+ on EAP1 assessment (approximately equivalent to IELTS 5.5)	CCEL EAP 2
	IELTS 4.5		UC Foundation Studies
	Cambridge PET pass TOEFL 32		
EAP 2	Pass grade in the CCEL EAP2 entry test*	Grade C+ on EAP2 assessment (approximately equivalent to IELTS 6.0)	UC Undergraduate Programmes
	C+ pass in EAP1 IELTS 5.5		
	Cambridge FCE pass TOEFL 46		
	Pass grade in the CCEL EAP2 entry test*	Grade B+ on EAP2 assessment (approximately equivalent to IELTS 6.5)	UC Postgraduate Programmes
	B pass in EAP1 IELTS 6.0 Cambridge FCE pass TOEFL 60		

\* Can be taken prior to arrival

## CCEL – A premium pathway provider

CCEL students can also transfer to a number of other partner institutions, including Yoobee School of Design, without taking the IELTS examination. This makes CCEL a premium pathway provider.

For more information about CCEL's pathway options, please visit [www.ccel.co.nz](http://www.ccel.co.nz)





# Living

All CCEL student accommodation is carefully selected and monitored by CCEL staff. CCEL can arrange for students to live in a homestay with a New Zealand family or with other students in a student residence.



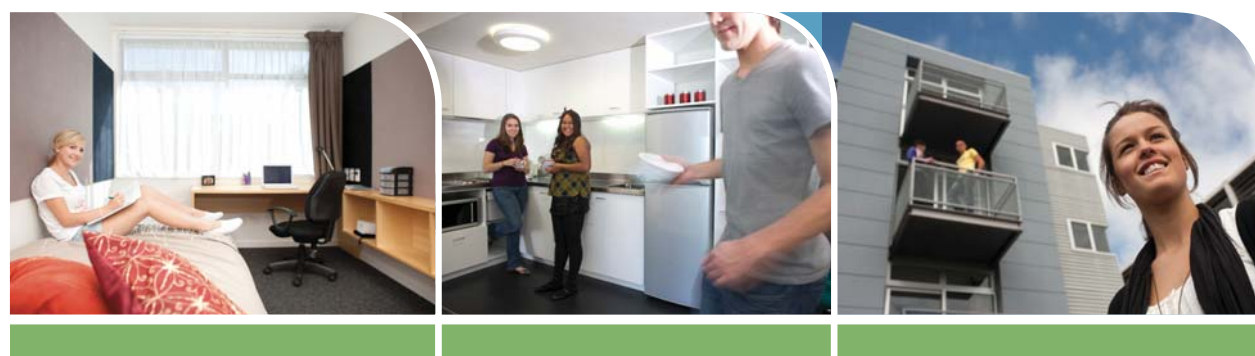
## Christchurch

### University Student Residence

The university student residence is for those students who want to share an apartment with other students in Christchurch.

#### IF YOU CHOOSE TO LIVE IN THE UNIVERSITY RESIDENCE YOU WILL:

- have your own room with a desk for studying
- share the rest of the apartment with up to 5 other students
- have kitchen facilities where you can prepare your own meals
- live on the university campus (within walking distance of CCEL)



## Auckland

### Empire Student Residence

The Empire student residence is for those students who want to share an apartment with other students\* in Auckland.

\*Private studio option also available

#### IF YOU CHOOSE TO LIVE IN THE EMPIRE RESIDENCE YOU WILL:

- have your own room with a desk for studying
- share the rest of the apartment with up to 2 other students
- have kitchen facilities where you can prepare your own meals
- live in the Auckland CBD (within walking distance of CCEL)



## Christchurch/Auckland

### Homestay

Staying in a CCEL homestay is perfect for students who want to experience the New Zealand lifestyle and get extra support from their host family.

#### IF YOU CHOOSE TO LIVE IN A HOMESTAY YOU WILL:

- have your own room with a desk for studying
- share the rest of the house with your host family
- have breakfast and dinner provided every day plus lunch at the weekend and on public holidays
- be able to practise your English with your family every day





# Shared experiences

CCEL's activity programmes provide the perfect way to make friends and have fun.

## WEEKDAY ACTIVITIES AND WEEKEND TOURS INCLUDE:

- Bungy jumping
- Whale watching
- Wine tours
- Sport
- Conversation club
- Surfing
- Cooking classes
- Job search workshops
- Sky Tower visit
- Museum visits



## WHY WE LOVE CCEL ACTIVITIES

"One of the things that I most enjoy at CCEL is sharing some of the weekly activities with the teacher. For example, sometimes we go for dinner together. We chat and share funny stories. This creates a better relationship and is a nice informal way to get to know each other."

Lina (Colombia)



"I found a dental assistant job. Thank you for always helping me at the job-search workshops! I'm grateful to all of the CCEL people."

Aya (Japan)

"I enjoyed the Maori cultural classes because it was fun to sing and dance and it was special to learn about another culture."

Pin-Hua (Taiwan)





# CCEL

CHRISTCHURCH & AUCKLAND

# COLLEGE OF ENGLISH

IN PARTNERSHIP WITH THE UNIVERSITY OF CANTERBURY

## CCEL Christchurch

University of Canterbury Campus  
Solway Avenue, Ilam, Christchurch  
PO Box 31212, Christchurch 8444,  
New Zealand

Ph: +64 3 343 3790

Fax: +64 3 343 3791

Email: [study@ccel.co.nz](mailto:study@ccel.co.nz)

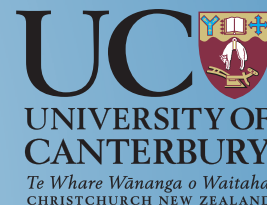
## CCEL Auckland

Level 7, 155 Queen Street  
Auckland  
PO Box 7206, Auckland 1141,  
New Zealand

Ph: +64 9 379 8710

Fax: +64 9 379 8713

Email: [study@ccel.co.nz](mailto:study@ccel.co.nz)



Scan this code to  
visit our website  
[www.ccel.co.nz](http://www.ccel.co.nz)



[www.facebook.com/ccelnz](http://www.facebook.com/ccelnz)



[www.youtube.com/ccelnewzealand](http://www.youtube.com/ccelnewzealand)



[www.twitter.com/ccel\\_nz](http://www.twitter.com/ccel_nz)



**ENGLISH NEW ZEALAND™**  
incorporating FIELSNZ

THE ULTIMATE LEARNING EXPERIENCE

### CODE OF PRACTICE

CCEL 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 on request from CCEL or from the New Zealand Ministry of Education website at [www.minedu.govt.nz/international](http://www.minedu.govt.nz/international)

### 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](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 [www.moh.govt.nz](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 [www.acc.co.nz](http://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.

### HOLIDAYS

CCEL is closed on weekends and public holidays. Please see the Enrolment Guide for the dates of New Zealand public holidays in 2014.

### HOW TO ENROL

CCEL has partner consultants all over the world. Our consultants can help you choose the best course, and can also help you with visa applications and travel arrangements.

Please contact us to check the location of your nearest partner consultant.

It is also possible to enrol directly with CCEL. Please complete the enrolment form in this brochure or enrol online via our website [www.ccel.co.nz](http://www.ccel.co.nz)

### ENJOY LEARNING ENGLISH

We look forward to welcoming you to CCEL. We are sure you will enjoy your learning experience.

# Enrolment Form 2014

**CCEL**  
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Which location/s do you want to enrol at? ☐ Christchurch ☐ Auckland

PERSONAL DETAILS			
Family Name		Given Name(s)	
Date of Birth	<input type="radio"/> Male <input type="radio"/> Female	Nationality	Passport Number
Address (student)			
Telephone	Fax	Email	
Emergency contacts (name, email, address and phone number) in country of origin or in New Zealand			
Why do you want to study English? <input type="radio"/> To prepare for future study <input type="radio"/> To prepare for work <input type="radio"/> To prepare for an exam <input type="radio"/> To improve my communication <input type="radio"/> Other			
Future study plans in New Zealand <input type="radio"/> Foundation Studies <input type="radio"/> University <input type="radio"/> High School <input type="radio"/> Yoobee <input type="radio"/> Other			
Previous English study		Years	Months
International English exams already taken		Exam mark received	

COURSE REQUIRED			
<input type="radio"/> General English Start date:	<input type="radio"/> Full-time	<input type="radio"/> Part-time No. of weeks	<input type="radio"/> Business English* Start date:
<input type="radio"/> Cambridge* Start date:	<input type="radio"/> Preliminary (PET)	<input type="radio"/> First (FCE)	<input type="radio"/> Advanced (CAE)
<input type="radio"/> English for Academic Purposes* Start date:	<input type="radio"/> IELTS Preparation* Start date:		
		<input type="radio"/> TESOL / Cambridge TKT* (Christchurch only) Start date:	

\*Minimum entry level required for these courses

INSURANCE	
<p>It is compulsory for students to have travel and medical insurance cover. We strongly recommend ordering an insurance policy through us. If you arrange your own insurance cover you must provide CCEL with a copy of the policy in English.</p> <p>Insurance cover is subject to acceptance by the insurance company and costs are subject to change. The policy and conditions can be viewed at <a href="http://www.orbitprotect.com">http://www.orbitprotect.com</a> and you can also visit this website to see other monthly options and costs. Students transferring to university courses may be required to purchase a university approved policy.</p>	
<input type="radio"/> I will arrange my own insurance	<input type="radio"/> Please arrange insurance cover for _____ months

ACCOMMODATION REQUIREMENTS	
<input type="radio"/> Please arrange a CCEL homestay for me from _____ to _____	List any medical conditions or allergies
<input type="radio"/> Walking zone (Christchurch only) <input type="radio"/> Bus zone	List any foods you cannot eat
<input type="radio"/> I need student residence accommodation from _____ to _____ (subject to availability)	Occupation
	Do you smoke? <input type="radio"/> Yes <input type="radio"/> No
<input type="radio"/> Airport pick up on arrival? <input type="radio"/> Yes <input type="radio"/> No	Personal interests/hobbies
Additional requests / comments	
<input type="radio"/> I will arrange my own accommodation	

DECLARATION			
I am aware of the Code of Practice Summary and have read and accept the conditions of enrolment. The conditions of enrolment can be viewed at <a href="http://www.ccel.co.nz">www.ccel.co.nz</a>			Consultant's Stamp
Signed	(the student)	Date	
Signed	(parent/guardian - for students under 18 years of age)	Date	



# Course Information

Course name	Campus	Hours per week	Start date	Number of weeks	Levels available	Course price \$NZ
General English Part-time	Christchurch Auckland	15	Every Monday (or Tuesday, when Monday is a public holiday)	2 - 50	100 - 600 A1 - C1	\$305 per week
General English Full-time	Christchurch Auckland	23 + 2 hrs of optional supervised self-study	Every Monday (or Tuesday, when Monday is a public holiday)	2 - 50	100 - 600 A1 - C1	\$405 per week (2 – 11 week enrolment) \$380 per week (12+ week enrolment)
IELTS Exam Preparation	Christchurch Auckland	23 + 2 hrs of optional supervised self-study	06 January 17 February 31 March 12 May 23 June 04 August 15 September 28 October	6	400 - 600 B1 - C1	\$405 per week (2 – 11 week enrolment) \$380 per week (12+ week enrolment) + Exam Fee
Business English	Christchurch Auckland	23 + 2 hrs of optional supervised self-study	06 January 17 February 31 March 12 May 23 June 04 August 15 September 28 October	6	400 - 600 B1 - C1	\$405 per week (2 – 11 week enrolment) \$380 per week (12+ week enrolment)
English for Academic Purposes 1 - Pathway to UC (EAP1)	Christchurch Auckland	20 + 10 hours of online/self study	06 January 07 April 12 May 21 July 17 November	12	400 - 500 B1 - B2	\$410 per week + UC Student Services Levy
English for Academic Purposes 2 - Pathway to UC (EAP2)	Christchurch Auckland	20 + 10 hours of online/self study	07 April 11 August 17 November	12	500 - 600 B2 - C1	\$410 per week + UC Student Services Levy
Cambridge Exam Preparation – Preliminary (PET)	Christchurch Auckland	23 + 2 hrs of optional supervised self-study	06 January 17 March 15 September	10 12 12	300 A2+	\$405 per week (2 – 11 week enrolment) \$380 per week (12+ week enrolment) + Exam Fee
Cambridge Exam Preparation – First (FCE)	Christchurch Auckland	23 + 2 hrs of optional supervised self-study	06 January 17 March 02 June 15 September	10 12 12 12	400+ B1+	\$405 per week (2 – 11 week enrolment) \$380 per week (12+ week enrolment) + Exam Fee
Cambridge Exam Preparation – Advanced (CAE)	Christchurch Auckland	23 + 2 hrs of optional supervised self-study	06 January 17 March 02 June 15 September	10 12 12 12	500+ B2	\$405 per week (2 – 11 week enrolment) \$380 per week (12+ week enrolment) + Exam Fee
TESOL/Cambridge TKT	Christchurch	23 + 2 hrs of optional supervised self-study	06 January 31 March 30 June 13 October	8	400 - 600 B1 - C1	\$405 per week (2 – 11 week enrolment) \$380 per week (12+ week enrolment) + Exam Fee
CELTA	Christchurch	40 +	06 January 21 March 23 May 25 August 07 November	4	Native or near-native speakers of English equivalent IELTS 7.0 or above)	\$3050 No Enrolment or Materials fees apply

## Placement and assessment

- General English courses – A placement test and interview on the first day determines which level a student joins.
- All other courses – Minimum entry levels apply. Placement in these courses depends on level assessment. Level assessment can be done before arrival in New Zealand or at CCEL. Minimum student numbers apply.
- Assessment is continuous throughout all courses. Students in non-teacher training courses are regularly tested and receive individual progress reports every 6 weeks.
- CELTA – Candidates are selected through a pre-interview task and an interview. To apply, please visit [www.ccel.co.nz](http://www.ccel.co.nz) (Teacher Training Courses).



CCEL course levels							
	IELTS				4.0 – 5.0	5.5 – 6.5	7.0 – 8.0
	CEFR*	A1	A2	A2+	B1	B2	C1
	CCEL Levels	100	200	300	400	500	600
CCEL courses	GE	•	•	•	•	•	•
	IELTS				•	•	•
	Business English				•	•	•
	TESOL/TKT				•	•	•
	Cambridge Preliminary (PET)			•			
	Cambridge First (FCE)				•		
	Cambridge Advanced (CAE)					•	
	EAP				•	•	•

\* Common European Framework of Reference

Other course-related costs (\$NZ)	
Enrolment fee for all courses	\$150
Materials fee for all courses	\$50
IELTS exam fee	\$385 (approx.)
Cambridge Preliminary, First, Advanced exam fees Christchurch	\$300
Cambridge Preliminary, First, Advanced exam fees Auckland	\$330 (approx.)
TKT exam fees	\$550
Accommodation costs (\$NZ)	
Christchurch homestay weekly fee (includes service fee)	\$217
Auckland homestay weekly fee (includes service fee)	\$231
Christchurch residence weekly fee (minimum 4 weeks, subject to availability)	from \$250
Christchurch residence one-off linen fee (compulsory)	from \$85
Auckland residence weekly fee – shared apartment (minimum 4 weeks, subject to availability)	from \$230
Auckland residence weekly fee – private apartment (minimum 4 weeks, subject to availability)	from \$350
Auckland residence security deposit (partially refundable)	\$400
Accommodation placement fee – walking zone (up to 2 kilometres from CCEL Christchurch, subject to availability)	\$200
Accommodation placement fee – bus zone	\$150
Christchurch airport pick-up on arrival	\$40
Auckland airport pick-up on arrival	\$95

Provided at no extra charge
Access to University of Canterbury libraries, cafeterias and clubs for CCEL Christchurch students
Advice about further study in New Zealand
Job search workshops
Listening practice resources
Email and internet use at CCEL
Wireless internet access at CCEL
Conversation Club
Access to first language support staff
2 extra hours of supervised self-study per week
Help with opening a New Zealand bank account

Living expenses	Christchurch – approximate costs in \$NZ	Auckland – approximate costs in \$NZ
Lunch	\$10 per day	\$10 per day
Bus ride (concession cards are available)	\$4 per day	\$5 per day
Social/recreational activities (optional)	\$45 per week	\$45 per week
Flatting - sharing a private flat (usually unfurnished)	Starting from approx \$120 per week*	Starting from approx \$175 per week*
Private flats (usually unfurnished)	Starting from \$250 per week.	Starting from \$350 per week.

\*Depends on the number of people sharing the flat and does not usually include food or utilities (electricity, telephone etc).

## How to Enrol

- Complete the enrolment form and send it directly to CCEL Head Office at the address provided OR enrol online at [www.ccel.co.nz](http://www.ccel.co.nz)
- We will send an invoice stating the fees to be paid.
- Send us the fees either by telegraphic transfer or bank cheque.  
Payments can also be made at CCEL in person by cash, eftpos or credit card.  
Our bank Trust Account is:  
Bank of New Zealand: 020874-0142595-02  
Swift Code: BKNZNZ22  
When we receive the fees we will send a receipt, an Offer of Place and homestay information if required. We require a minimum of 2 weeks' notice of enrolments that require homestay or student residence accommodation.

CCEL Head Office  
PO Box 31212, Christchurch 8444, New Zealand  
Phone: +64 3 343 3790 / Fax: +64 3 343 3791  
Email: [study@ccel.co.nz](mailto:study@ccel.co.nz)

This course and enrolment information is valid for 2014. We look forward to receiving your enrolment.

## 2014 Public Holidays

CCEL is open from Monday 6th January 2014 and the last day for the year will be Friday 19th December 2014. The dates below are public holidays in New Zealand. We will reopen on Monday 5th January 2015.

01 January	25 April
02 January	02 June
27 January (Auckland only)	27 October
06 February	14 November (Christchurch only)
18 April	25 December
21 April	26 December



# Conditions of Enrolment

## COURSES

- 1.1 CCEL reserves the right to change course arrangements without prior notice.
- 1.2 The minimum age for acceptance on individual programmes is 15.
- 1.3 Minimum student numbers apply for all courses.

## PAYMENT OF FEES

- 2.1 2014 fees include all taxes where applicable. Fees may be altered in certain circumstances e.g. a change in tax.
- 2.2 Fees must be paid in full, in advance, for the period of study requested on the enrolment form.
- 2.3 All fees are calculated in complete weeks and any part of a week is counted as a full week. No compensation is given for public holidays when CCEL is closed.

## CANCELLATION AND REFUNDS

- 3.1 If this enrolment is cancelled in writing before the nominated starting date, fees will be refunded except for the enrolment and homestay placement fees or 10% of payment, whichever is the lesser.
- 3.2 For enrolments of up to four weeks if the student withdraws within the first two days of the course, 50% of the tuition fees will be refunded.
- 3.3 For enrolments of five to eleven weeks if the student withdraws within the first five days of the course, 75% of the tuition fees will be refunded.
- 3.4 For enrolments of twelve weeks or more if the student withdraws within the first ten days of the course, the fees will be refunded except for \$NZ500 or 10% of the tuition fees, whichever is the lesser.
- 3.5 After the above withdrawal deadlines, no fees except for unused homestay fees will be refunded. We do not refund fees or give a free extension of the course if the student:
  - Arrives late for the course without notifying CCEL
  - Takes time off during the course (unless by prior agreement as set out in clauses 4.1, 4.2 and 4.3)
  - Leaves before the course is finishedWe do not give extra weeks of part-time study in place of pre-paid full-time study. CCEL reserves the right to alter its refund policy in the event of a change to New Zealand legislation. CCEL will notify Immigration New Zealand of students who withdraw from their course.
- 3.6 If CCEL requires a student to leave for not complying with the conditions of enrolment, tuition fees will not be refunded if such requirement is after the first ten days of study.
- 3.7 Student fee protection - CCEL complies with NZQA requirements to protect student fees. Student fees are not at risk in the event of the closure of CCEL. Fees received are placed in a trust account and the trustee's contact details are:  
Philip Gainsford  
Chartered Accountant  
7 Cicada Place  
Christchurch 8042, New Zealand  
Phone: +64 3 942 2447  
Email: phil.g@paradise.net.nz

## HOLIDAYS DURING COURSES

- 4.1 A maximum of one week's holiday without loss of tuition fees may be taken for each 12 weeks of study. No refunds or extensions of course will be granted for holidays in excess of this allowance.
- 4.2 At least one week's notice of a request for leave must be given. If not, holiday credit may not be given and tuition fees will be lost.
- 4.3 Extensions because of holidays can only be given in General English courses.

## ACCOMMODATION

- 5.1 CCEL homestay fees must be paid in advance. Payments must match the amount on the invoice.
- 5.2 If the student leaves CCEL homestay early, both the host family and CCEL must receive one week's notice of the student's intention to leave. CCEL will refund the balance of any

remaining pre-paid homestay fees, minus any costs recoverable by CCEL.

- 5.3 CCEL requires a minimum of 2 weeks' notice of enrolments that require homestay or student residence accommodation. Walking zone homestay in Christchurch and student residence accommodation in both Christchurch and Auckland are subject to availability.
- 5.4 An accommodation change fee of \$NZ100 may be charged by CCEL.
- 5.5 Student residence accommodation is only available for students over the age of 18 years.
- 5.6 All CCEL student accommodation is carefully selected and monitored by CCEL staff, in accordance with the provisions set out in the Code of Practice.

## ATTENDANCE AND BEHAVIOUR

- 6.1 The student is expected to attend all lessons punctually and must comply with the conditions of his/her visa to stay in New Zealand.
- 6.2 The student must behave considerably both at CCEL and in homestay.
- 6.3 The student must obey the laws of New Zealand, including New Zealand's driver licensing requirements and Road Code.
- 6.4 Failure to comply with these conditions may result in the student having their course of study terminated by CCEL and notification of this given to Immigration New Zealand.

## LIABILITY AND INSURANCE

- 7.1 It is the responsibility of the student to ensure that he/she has adequate medical and travel insurance. CCEL cannot be held responsible for any sickness, injury, damage or loss incurred (including loss of fees) within CCEL or on CCEL activities or tours.
- 7.2 Students must provide evidence of appropriate and current medical and travel insurance on enrolment. This insurance must cover the full length of time spent in New Zealand. Overseas insurance policies will only be accepted with an English translation.
- 7.3 CCEL will keep a record of each student's policy.
- 7.4 CCEL shall not be liable if the services we state we offer cannot be provided for reasons beyond our control.
- 7.5 By accepting the conditions of enrolment the student agrees to the free use of their image and written references in CCEL promotional material.

## GRIEVANCE PROCEDURES

- 8.1 If the student wishes to make a complaint, he/she should see the CCEL Head Office Principal. If the problem cannot be resolved by the Principal, the CCEL Managing Director may be consulted. CCEL is a member of English New Zealand. If the student's complaint cannot be resolved by CCEL staff, he/she can contact English New Zealand for help by visiting [www.englishnewzealand.co.nz](http://www.englishnewzealand.co.nz)
- 8.2 CCEL is a signatory of the New Zealand Ministry of Education Code of Practice for the Pastoral Care of International Students. Complaints may be made to the New Zealand International Educational Appeal Authority. Complaints regarding course delivery can be made to:
  - The New Zealand Qualifications Authority  
PO Box 160, Wellington  
Phone: 0800 697 296
  - IEAA  
C/- New Zealand Ministry of Education  
Private Bag 92644  
Symonds Street  
Auckland 1150  
Phone: 09 632 9513  
Fax: 09 632 9456
  - International Education Appeal Authority (IEAA)  
Private Bag 32001, Wellington  
Phone: 04 462 6660  
Fax: 04 462 6686

## IMMIGRATION REQUIREMENTS

For immigration details, please contact the nearest New Zealand Embassy or Government Representative, or visit the web site [www.immigration.govt.nz](http://www.immigration.govt.nz)



## CCEL Head Office

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