

International Student Application Form

Thank you for applying to Alpha Educational Institute (AEI).

Please read our Conditions of Enrolment and Declaration carefully before you complete and sign this enrolment form.

Please complete every section of this form.

Please attach (Check you have each item)

- ☐ Copy of passport
- ☐ Certified copies of Academic records
- ☐ Copy of current English proficiency evidence
- ☐ Any other evidence requested (if applicable)

A	Course Details
1	Name of program you wish to enrol in
	Intake start date Campus ☐ Auckland (CBD)
2	Where are you applying from? ☐ Onshore (in NZ) ☐ Offshore (outside of NZ)
	If you have studied at AEI before, please provide your ID number:

B	Personal Details (as per passport)												
3	Family Name/Surname												
	Given Name(s)												
4	Preferred first name												
	Previous name(s) known by												
5	Gender ☐ Male ☐ Female ☐ Other												
6	Preferred title ☐ Ms ☐ Miss ☐ Mrs ☐ Mr ☐ Other (specify)												
7	Date of birth <table border="1" style="display: inline-table; vertical-align: middle;"> <tr> <td></td><td></td> </tr> <tr> <td>DAY</td><td>MONTH</td> </tr> </table> <table border="1" style="display: inline-table; vertical-align: middle;"> <tr> <td></td><td></td><td></td><td></td> </tr> <tr> <td colspan="4">YEAR</td> </tr> </table>			DAY	MONTH					YEAR			
DAY	MONTH												
YEAR													
8	If you have a NSN (National Student Number) or NZQA ID number please provide:												

B	Contact Details * Please contact us if details change
9	Permanent home address
	Postal Address (if different from Home address)
	Street no. & name
	Suburb
	Town/City
	Post code
	Country
	Phone
	Mobile
	Email
	Next of Kin/Emergency contact person
	Email
	Relationship
	Phone or Mobile

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B	Country/Ethnicity		
10	Country of citizenship		
	Country of residence		
	Passport Number		
	Passport issuing country		
	Passport expiry date		
11	What ethnic group(s) do you belong to? <i>*Please tick up to 3 boxes which apply</i>		
	NZ European/Pakeha ☐ 111	Greek ☐ 123	Chinese ☐ 421
	New Zealand Māori ☐ 211	Polish ☐ 124	Indian ☐ 431
	Samoan ☐ 311	South Slav ☐ 125	Sri Lankan ☐ 441
	Cook Island Māori ☐ 321	Italian ☐ 126	Japanese ☐ 442
	Tongan ☐ 331	German ☐ 127	Korean ☐ 443
	Niue ☐ 341	Australian ☐ 128	Other Asian ☐ 444
	Tokelauan ☐ 351	Other European* ☐ 129	Middle Eastern ☐ 511
	Fijian ☐ 361	<i>*Specify</i> _____	Latin American ☐ 521
	Other Pacific Peoples* ☐ 371	Filipino ☐ 411	African ☐ 531
	<i>*Specify</i> _____	Cambodian ☐ 412	Other* ☐ 611
	British/Irish ☐ 121	Vietnamese ☐ 413	<i>*Specify</i> _____
	Dutch ☐ 122	Other Southeast Asian* ☐ 414	Not Stated ☐ 999
	<i>*Specify</i> _____		
12	If you identified as New Zealand Maori in question 11, what is the name of your Iwi? <i>*You may identify with more than one or enter 'Don't know'.</i>		
13	Prior Activity - what was your current/recent activity or occupation?		
	Secondary school student ☐ 01	Non-employed or beneficiary (excluding ☐ 02	
	Wage or salary worker ☐ 03	retired) Self-employed ☐ 04	
	University student ☐ 05	Polytechnic student ☐ 06	
	House-person or retired ☐ 07	Overseas (irrespective of occupation) ☐ 08	
	Private Training Establishment student ☐ 09	Other (Please specify) _____	
14	Support Details - Not compulsory and any information you supply is confidential.		
	Do you live with the effects of significant injury, long term illness, or disability? ☐ Yes ☐ No		
	If yes, how would you describe your impairment, disability, extra learning needs or long term medical condition:		
15	English Language Proficiency		
	☐ IELTS ☐ TOFEL	Score	
	☐ OET ☐ PTE	Date of achievement	
16	Agent Details		
	Name		
	Company Name:		
	Have you previously applied for a student visa for NZ or any other country? If yes, please provide the details		

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Phone 09 320 3236 www.aei.ac.nz info@aka.ac.nz
Head Office Level 6 & 7, 3 City Road, Grafton, Auckland 1010
PO Box 8540, Symonds Street, Auckland 1150, New Zealand

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E Refund Summary - AEI refund policy is based on the programme length outlined in Offer of Place. The refund policy for programmes of 13 weeks or more is summarised below. For more information on payment and refund of fees, please visit www.aei.ac.nz/admissions

Date of refund request	Effect	Refund Amount
Prior to and within the first 10 working days	Cancellation	Full refund, less up to 25% of the total monies paid, based on the actual costs incurred by AEI.
After more than 10 working days	No refund	n/a

- o Weeks refers to Calendar weeks
- o Students who fail to obtain an appropriate visa for study to commence their programme, will receive 100% refund less the registration fee OR \$300 in the event a registration fee has not been charged. If this equates to more than the Refund Criteria above, the Refund Criteria maximum will apply.
- o Any costs incurred from additional services eg. External exams, requested by the student that have been rendered and/or completed are the liability of the student, and are subject to the cancellation/refund policies of the service where applicable.
- o Where a student withdraws from a programme before fees are paid, the student is responsible for payment of outstanding fees as notified.

NO refund will be paid in the following instances:

- o Existing AEI International students who fail to obtain an extension to their current visa for study and:
- o their original Offer of Place programme commencement date has not changed, or
- o if the student has agreed to continue to study on an interim study visa after the expiry of the valid visa they commenced their programme on.
- o Student's enrolment is terminated by AEI due to Academic, Attendance 10.1.3 bi and bii or Disciplinary non-compliance.

F Contract for tuition

AEI agrees to:

1. Provide a study place on condition that the student meets the conditions of this agreement.
2. Adhere to the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (the Code)
3. Arrange suitable accommodation if requested/required.
4. Monitor accommodation arrangements made by AEI on an on-going basis. For Under 18 students, this will be conducted on a quarterly basis.
5. Help arrange travel and medical insurance if requested.
6. Provide a pleasant, safe, healthy and well-equipped learning environment.
7. Provide quality teaching delivered by skilled tutors with appropriate qualifications.
8. Review learning goals and progress to ensure current programmes meet student needs.
9. Provide academic support as required to ensure student needs are met.
10. Keep accurate records of student achievements and report them regularly to the student.
11. Keep accurate records of student attendance to ensure they meet Immigration New Zealand requirements.
12. Provide internal guidance and support in academic, personal and welfare matters, or help the student to gain external assistance if requested.
13. Respect the student's rights and privacy and provide in the Student Handbook and orientation clear guidelines for study and behaviour.
14. Protect the student's personal information in accordance with NZ law, in particular the Privacy and Consumer Guarantee AEI.
15. Provide access to extra-curricular activities on a regular basis.

The student agrees to:

1. Accept the study place under the terms and conditions stated in this agreement and of student's visa.
2. Provide full details on accommodation requirements.
3. Notify AEI immediately if either contact or accommodation details change in any way.
4. Maintain appropriate travel and medical insurance cover for study duration in New Zealand including to and from New Zealand.
5. Respect the institutes premises, equipment and resources.
6. Demonstrate commitment to studying and meeting programme requirements. This includes submission of assessments on time, and completion of Self-directed Learning Activities.
7. Accept the right of AEI to make changes to programmes and timetables as deemed necessary.
8. Discuss your progress and undertake student support provisions as required and needed.
9. Attend classes regularly (at least 90%) and follow AEI processes for notifying absences.
10. Actively participate in class.
11. Advise AEI about any disability or additional needs prior to enrolment and seek advice from AEI about any serious study or personal problem.
12. Observe the right to treat staff and other students with respect; and work constructively with them to achieve study goals.
13. Become involved in AEI extra-curricular activities as suitable.
14. Strive to become an active participant and citizen of AEI and New Zealand

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G Conditions of Enrolment

Enrolment is subject to availability of places. If AEI reserves a place for a student and offers enrolment, then subject to payment, these Conditions of Enrolment form part of a binding contract between AEI and the student. These conditions shall be governed by and construed in accordance with the laws of New Zealand.

1.1 WITHDRAWAL / REFUND INFORMATION

Withdrawal / Termination from the programme

1. Students must notify AEI of withdrawal from a programme using any of the following ways:
 - a. in writing on the official AEI Request for Withdrawal Form These are available from reception or can be downloaded from our website www.aka.ac.nz and either emailed (studentinfo@aka.ac.nz) OR submitted physically to a member of our Student Services / Marketing team.
 - b. in writing in an email or any other way to a member of our Student Services / Marketing team (studentinfo@aka.ac.nz); OR
 - c. verbally to a member of our Student Services / Marketing team
 - d. the withdrawal date will be the date the notification was received by AEI or the withdrawal date indicated by the student in their notification (whichever is the latter).
2. A student will be treated as withdrawn if;
 - a. he student fails to attend or participate in the programme in the first 10 working days from the Offer of Place commencement date (or extension date where approved prior) OR
 - b. the student attends or participates in the programme within the first 10 working days from the Offer of Place commencement date (or extension date where approved prior) but stops attending or participating in the programme before the end of this period.
 - c. 2.b does not apply where a student attends or participates in the programme after the end of the period defined.
3. AEI reserves the right to terminate a student's enrolment in the event of:
 - a. Academic or disciplinary non-compliance
 - b. Attendance non-compliance
4. Non-attendance for more than 5 consecutive days without contact or approved leave, after the first 10 working days from the Offer of Place commencement date (or extension date where approved prior).
5. Failure to meet AEI Attendance Requirements.
6. Failure to obtain or extend an appropriate visa for study.

4. Terminations will be notified to the student via personal email once actioned.
5. Immigration New Zealand will be notified of all withdrawals / terminations.
- Refund Information
6. Students who withdraw in accordance with AEI Withdrawal Policy and are deemed eligible for a refund as per 1.1.7, will have their refund paid within 5 working days from the date of the notification of withdrawal. This timeframe is subject to the student providing the required documentation (for the refund to be paid by Public Trust) within 2 working days of a documentation request from AEI.
7. Refund timeframes and refund criteria will be calculated in accordance with the AEI Refund Calculation Table. (See Table 1.1)
8. All refunds are made in New Zealand dollars, unless otherwise permitted by Public Trust.
9. All refunds will be paid to the student OR a nominated person approved and requested in writing by the student. This is also subject to Public Trust requirements.

Refunds of fees when withdrawal occurs prior to and within the first 10 working days from the Offer of Place commencement date (or extension date where approved prior).

10. The student will be entitled to a full refund, less up to 25% of the total monies paid, based on the actual costs incurred by AEI.

Refunds of fees when withdrawal occurs after 10 working days from the Offer of Place commencement date (or extension date where approved prior).

11. A withdrawal due to exceptional circumstances may, at the sole discretion of the Chief Executive, be grounds for a refund of fees.

- a. The Chief Executive may require documentary evidence in support of the application for the refund. Exceptional circumstances may include:
 - serious illness or disability of the student;
 - death of a student or close family member (parent, sibling, spouse or child);
 - official, civil or natural event that prevents arrival of the student

b. If refund is approved under exceptional circumstances, AEI will at a minimum deduct any fees which have been paid or incurred by AEI including, but not limited to:

- resource fees
- the student's Recruitment Agent fees
- the cost of any additional services that were completed prior to withdrawal

An application can be made in writing to the Chief Executive. A response will be sent within 10 working days of receipt of request for consideration of exceptional circumstances. Refunds will be paid within 5 working day of the decision by the Chief Executive to permit a refund under exceptional circumstances.

12. Any excess fees or other funds will be managed by Public Trust as follows:

Refunds to Consolidated (Unclaimed Funds)

Scenario 1:

The student pays a deposit or full fees but does not start the course or withdraws within the refund period. Funds can be transferred to consolidated 12 months from payment receipt date as the student has had 12 months to claim their fees

Scenario 2:

The student has withdrawn after the refund period or finished the course and there is a balance of fees left on their account. Funds can be transferred to consolidated 12 months from the course end date.

Once in Consolidated they are held for a further 6 years and if no claim on the funds, after 6 years the funds are released to NZ Treasury.

13. In the event that AEI withdraws an Offer of Place, or is unable to provide the programme, all tuition fees will be refunded.

14. In the unlikely event that AEI:

15. ceases to provide a programme as contracted with a student, due to a requirement by an education quality assurance agency OR

16. ceases to be a signatory or provider Students will be entitled to a full refund of fees for any undelivered tuition/services.

17. If AEI ceases to provide a programme as contracted with a student, on its own accord, students will be entitled to a full refund of fees less 20%.

1.2 CODE OF PRACTICE

AEI has agreed to observe and be bound by the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (the Code) published by the Ministry of Education, and managed by the Code Administrator, New Zealand Qualification Authority.

Copies of the Code are available on request from this institution or you can find it here: https://www.nzqa.govt.nz/assets/Providers-and-partners/Code-of-Practice/Tertiary-and-International-Learners-Code-2021/NZQA_Pastoral-Care-Code-of-Practice_English.pdf

Recruitment Agent Behaviour

Our Recruitment Agents have been carefully selected and screened to become trusted partners of AEI. Our Recruitment Agents have also agreed to observe and be bound by the Education Code of Practice 2021. This includes

- providing international students with reliable information and advice about studying, working, and living in New Zealand; and
- acting in an ethical manner with integrity and professionalism towards prospective international students.

If a student has any concern about the behaviour of a Recruitment Agent, please let AEI know.

1.3 PRIVACY

Personal information is protected by the New Zealand Privacy Act 2020

The information collected and held by AEI will be used to register and enrol you, to assist you with your studies, to arrange for your stay in New Zealand, to monitor your welfare and progress, and to keep in touch with you in the future.

AEI is also required by the Privacy Act 2020, to provide some personal information (this typically may be name, current address, date of birth, ethnicity or academic details) to specified agencies. The agencies that may require AEI to provide this information include the Ministry of Education, Work and Income New Zealand, Inland Revenue Department, Immigration NZ, New Zealand Police, New Zealand Qualifications Authority and the Department of Justice.

1.4 STUDENT FEE PROTECTION POLICY

Under the Education and Training Act 2020 and the Student Funds Trust Deposit Exemption Rules 2026, student fees paid in advance must be protected through an approved student fee protection arrangement unless the total programme fee (including GST) does not exceed \$1,000. Accordingly, student fees paid in advance are held in the AEI Public Trust student fee protection account. Fees are drawn down after commencement in stages as the course is delivered. In the event a programme is terminated and alternative tuition services are not provided, the student is entitled to a refund of prepaid student fees on a pro rata basis for the balance of the course based upon the number of full weeks required to complete the programme.

1.5 IMMIGRATION

Full details of visa and permit requirements, advice on rights of employment in New Zealand while studying, and reporting requirements are available

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through the New Zealand Immigration Service, and can be viewed on their website at: immigration.govt.nz

1.6 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.

1.7 ACC

The Accident Compensation Corporation (ACC) provides accident insurance for all New Zealand citizens, residents and temporary visitors to New Zealand, but you may be liable for all other medical and related costs. Further information can be viewed on the ACC website at: www.acc.co.nz.

1.8 QUALITY ASSURANCE

NZQA assures the quality of education provided by tertiary education organisations through its integrated Quality Assurance Framework (IQAF). Under this framework, Our organisation carries out an annual self-review of our education and training, and reports the findings to NZQA each year. NZQA may also monitor specific aspects of our programmes or operations from time to time. For more information about NZQA's quality assurance system, please visit www.nzqa.govt.nz.

1.9 PROGRAMME / TIMETABLE CHANGES

- AEI reserves the right to cancel or postpone any programme and shall not be liable for any claim other than the proportion of programme which the cancelled portion bears. At least 2 weeks' notice will be given.
- AEI reserves the right to cancel or postpone any programme components / papers / specialisations and shall not be liable for any claim other than the proportion of component / paper / specialisation fee which the cancelled portion bears. Components/papers/specialisations are opened subject to the number of enrolments and/or any other factors. At least 2 weeks' notice will be given.
- AEI reserves the right to change the timetable/schedule of programmes, and shall not be liable for any claim in terms of the impact this may have on the student. Changes to timetables are dependent upon number of enrolments and/or any other factors. At least 2 weeks' notice will be given.

1.10 EXTENSIONS TO START DATE / CAMPUS CHANGE

Extensions to start dates or change of campus can only be approved if they are applied for in writing at least 5 working days prior to scheduled commencement date outlined in Offer of Place.

Extensions / Campus Change will be at the discretion of the Academic Director. If approved, this will be provided in writing within 3 working days of request.

Please note that extensions to start dates and/or change of campus may result in changes to study visa, and medical insurance. The student will be liable for any impacting charges, which must be paid prior to commencement of programme. If the extension to start date results in a new end date a new Offer of Place will be generated. Change in campus will result in a

new Offer of Place being issued.

AEI expects the student to inform Immigration New Zealand of the change in start date or campus. AGI will also inform Immigration New Zealand. Students who do not have extensions to start date and do not attend the programme at commencement, may be subject to termination, as outlined in 1.1 (2).

1.11 LIABILITY

To the fullest extent permitted by the Consumer Guarantees Act 1993 or otherwise at law or in equity, AEI liability, whether arising as a result of any breach of the Conditions of Enrolment or on any other ground or basis (including liability as a result of negligence), will be limited to the fees actually paid by the student or the applicant(s) or any other person (in respect of the student's or the applicant(s)' tuition) to AEI. Under no circumstances will AEI be liable for indirect or consequential loss or damage of any kind (including loss of profits).

1.12 COMPLAINTS PROCEDURE

AEI has a set procedure to resolve complaints. If the complaint is unable to be resolved satisfactorily within AEI it can be taken to the Campus Director or sent in writing to the Chief Executive. If it is still not resolved, then the complaint can be taken to NZQA or Study Complaints. NZQA is a government organisation, and they can provide an independent assessment of the complaint. Study Complaints is the appointed operator of the International Student Contract Dispute Resolution Scheme (DRS), which was set up to resolve financial and contractual disputes.

- NZQA – for concerns and complaints about a provider breaching the Code OR
 - Study Complaints – for concerns and complaints about money or contracts.
- NZQA - you can submit your complaint query on the NZQA website (www.nzqa.govt.nz) OR send an email to risk@nzqa.govt.nz
- Study Complaints - you can contact them through their website - <https://www.studycomplaints.org.nz/>

1.13 DISCIPLINARY PROCESS

If students contravene AEI rules and regulations (as published on the AEI website) including breaching the Conditions of Enrolment (as published in this enrolment form) with AGI, the student will be issued with warning(s) following the AEI discipline procedure:

- 1st offence will result in a verbal warning, confirmed in writing.
 - 2nd offence will result in a written warning.
 - 3rd offence will result in a final written warning.
 - If the student then continues to break AEI rules and regulations they will be expelled, and their enrolment with AEI will be terminated.
- The Senior Management Staff can instantly expel students without warning if they seriously break the rules and regulations of AEI and/or the laws of New Zealand.
- Please note that Attendance and Academic issues are part of the disciplinary process.
- The student will not be entitled to a refund of their fees if their enrolment with AEI is terminated for Attendance or Disciplinary reasons.

1.14 BRING YOUR OWN DEVICE (BYOD)

Students studying an Academic Programme with AEI are required to bring their own device to class each day. AEI Academic programmes incorporate device driven activities, interactions and online assessment. This also allows student learning to continue effortlessly wherever they are. Laptops are AEI required device.

It is important that the laptop operates effectively in the AEI BYOD environment.

AEI recommends the following minimum requirements should be met:

- 10 inch screen or larger
- 4GB RAM
- 50GB free space minimum
- Windows v7.0 or higher
- Apple Mac 10.6 (Leopard) or higher
- Wireless capability 802.11n dual band
- CPU meets vendor OS minimum requirements.
- Battery life of a minimum of 6 hours (there is limited access to charging facilities in class)

Microsoft 365

AEI provides a free version of Microsoft 365 to every academic programme student. This ensures that students have the latest version of Microsoft Office. This is online software only. During induction, students will be given further information for accessing MS365 and any other technology that they will be using during their studies.

1.15 INSURANCE / VISA NOTIFICATION

As outlined in B.19 in this form, all students are required to hold AEI approved Medical/Travel Insurance for the duration of their visa and programme. This includes from the date of travel to and from New Zealand.

All accepted students must notify AEI as soon as visa is received. If travelling from home country, AEI must be provided with flight details to ensure insurance is appropriate and covers travel to and from NZ.

For students who have purchased insurance through AEI

This will be arranged to commence 2 weeks prior to start date of the programme, and;

- If a student receives visa earlier than 2 weeks prior and plan to travel to NZ earlier than 2 weeks, it is the student's responsibility to let AEI know of their flight arrangements.
- If visa is declined or there is a delay, it is the student's responsibility to communicate with AEI regarding this, otherwise the insurance will commence as planned (2 weeks prior), and will be active until the student requests for it to be cancelled or amended.
- In the case of delays/deferment to a later intake, this may result in the insurance being insufficient and an additional cost charged to the student to extend the insurance.
- In the case of cancellation, the student will receive a refund for any unused insurance plus a cancellation fee charged by the insurance company.

AEI reserves the right to cancel a student's enrolment if a student fails to notify AEI of their visa status, and travel plans (prior to the day of departure).

This may mean that on arrival AEI will inform you that your enrolment is cancelled due to not adhering to our notification requirements.



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Declaration

- ☐ I declare that the information I have supplied on this form and any attached documentation to be true and complete and that I have personally completed the form. I have not withheld information which could have a bearing on my enrolment or the conditions of my enrolment.
- ☐ I acknowledge that AEI may suspend or terminate my enrolment if false information has been supplied or required information is not supplied by the due date.
- ☐ AEI reserves the right to inform all other New Zealand education institutions, Immigration New Zealand, and New Zealand Police, of such cases including the student's name and date of birth.
- ☐ I understand that all documents submitted with this application become the property of AEI and will not be returned to applicants. I agree to supply further documentation requested by AEI for the purpose of my enrolment and I authorise AEI to release information regarding my application to Immigration New Zealand and the Ministry of Business, Innovation and Employment where AEI considers the information relevant to my immigration status.
- ☐ I have read and understood the outline of how the Privacy Act will be applied in AEI, and I authorise AEI to collect, use and disclose personal information about me in accordance with that outline and the Privacy Act 2020.
- ☐ I authorise any agency holding the source of any information I have provided on this form to release that information to AEI upon request, this includes Immigration NZ for the purpose of obtaining visa application progress or visa status (where applicable).
- ☐ I agree to abide by the rules, regulations and policies of AEI, and the Conditions of Enrolment. I am aware that this agreement is subject to the laws of New Zealand.
- ☐ I am aware that I must adhere to the BYOD requirements outlined in the Conditions of Enrolment.
- ☐ I have read and fully understand the Contract for Tuition between AEI and I, the International Student.
- ☐ I am aware that the payment for my tuition and/or other fees needs to be in accordance with the invoice provided to me upon AEI acceptance of my enrolment application.
- ☐ I have read and understand AEI withdrawal and refund policies.
- ☐ I have read and understand AEI Insurance/Visa Notification conditions, and failure to adhere to this may result in cancellation of my enrolment.
- ☐ I agree and fully understand that payment of the fees invoiced is confirmation of my acceptance of enrolment into AEI. I agree and fully understand that provision of a receipt from AEI is confirmation of my enrolment.

Applicant Signature

Date

DAY	

MONTH	

YEAR			

- ☐ Please tick if you wish to opt out from AEI using any images/video taken of you during your period of enrolment with AEI, being used for promotional purposes.

Declaration of AEI representative:

I declare that I have personally interviewed this applicant and have sighted and confirmed the accuracy of all of the attached documentation.

Signature of approved Recruitment Agent / AEI Staff member enrolling student

Date

DAY	

MONTH	

YEAR			