



English Teaching College

# Student Handbook



English Skills  
Short Course  
Training Scheme

For Individual or Group  
Students

# Welcome to English Teaching College.

We hope you enjoy studying with us. If you have any questions, please talk to our friendly support staff or your teacher. We are here to help you

## English Skills Short Course

Training Scheme for Individual or Group Learners

Duration: Up to 12 weeks full time.  
Up to 12 weeks part time (mornings, afternoons or part weeks)

The purpose of this Training Scheme is to provide English language training. Participants will be able to engage more confidently in an English speaking environment.

## Structure of the Short Course

Full time: Monday – Friday. 9am – 3pm

Part time: Monday – Friday. Mornings 9am – 12 noon or afternoons 1pm – 3pm.

Individual learners will be integrated into classes with other ESOL learners at a similar level (this is determined by a placement test upon enrolment)

Group learners will have a programme specialised to the needs of the group (this is determined by discussions with the group and placement tests upon enrolment)

You will participate in classroom based lessons in reading, writing, listening and speaking in English.

Classroom delivery methods include face-to-face, oral, written, role play, small group, one-to-one and digital lessons.

## Sample Weekly Class Programme

Learners may study full or part time. A typical weekly lesson plan follows.

Class Timetable – (SAMPLE)					
Time	Monday	Tuesday	Wednesday	Thursday	Friday
9.00 - 10.30	Weekly vocabulary  Reading	Writing	Reading	Listening and/or Speaking	Revision assessments  Vocabulary  and one of Reading/Writing Listening/Speaking
Break					
11.00 - 12.00	Writing	Listening and/or Speaking	Reading	Writing	Reading/Writing skills
Lunch Break					
1.00 - 3.00	Listening and/or Speaking	Reading	Writing	Listening and/or Speaking	Listening/Speaking/ Class activity

## Short Course Completion

You will receive an attendance certificate when your enrolment is finished.

## Documentation

School reports and attendance records

ETC reserves the right to contact guardian, parents, care givers or other agencies to provide information about your academic progress, social development and attendance results

## Promotional Material

ETC may use student results or students photos for promotional purposes. Please contact the school if you do not want your personal information to be used for this purpose.

<b>English Teaching College Cancellation and Refund Policy</b>							
	<b>Less than 3 months</b>				<b>3 months and greater</b>		
<b>Type of student</b>	<b>International Students</b>		<b>International Students</b>		<b>Domestic Students</b>	<b>International and Domestic Students</b>	
<b>Course length</b>	<b>Less than 5 weeks</b>		<b>Between 5 and 12 weeks</b>		<b>1 day to 3 months</b>	<b>13 weeks and greater</b>	
<b>Withdrawal period</b>	Up until the end of the 2nd school day of the course	From the 3rd school day onwards	Up until the end of the 5th school day of the course	From the 6th school day onwards	No set withdrawal period	Up until the end of the 9th school day	From the 10th school day onwards
<b>Amount of refund</b>	50% of total fees paid	No Refund	75% of total fees paid	No Refund	No Refund	Full refund, less administration costs of up to 10% of the total fee or \$500 whichever is the lesser	No Refund

## Payment of Fees

All fees are calculated in complete weeks and any part week is counted as a complete week. No compensation is given for Public Holidays when the school is closed.

## Cancellation and Refunds Policy

No refunds will be made where international students are asked to leave the school because they fail to comply with either the school, community or the homestay regulations or for poor attendance or behaviour.

In the 'no refund' situations identified in the table, the Director reserves the right to make part refunds in exceptional circumstances.

## Course Closure

If English Teaching College is no longer delivering or is not capable of delivering a course, the student enrolled will be entitled to receive a refund of the balance of the student fees held by the trustee, which have not already been paid to ETC. If the student transfers to another course provider, then the trustee will transfer that student's fees to the other course provider's student fee protection arrangement.

## Trust Account

English Teaching College has arranged for the Public Trust to hold fees in accordance with s236A(2)(a) Education Act 1989.

## Public Liability

English Teaching College holds public liability and contents insurance with NZI.

## **ETC Liability**

The school shall not be liable if the services we state we offer cannot be provided for reasons beyond our control

## **Grievance & Complaints Procedures**

Minor complaints and issues related to course assessment, should first be directed towards the tutor or person concerned. All other complaints can be directed to the Centre Manager Wellington, PO Box 9787, Newtown Wellington or the Director at Head Office, PO Box 995, Palmerston North.

If there is no resolution of the complaint, then the Manager or Director will discuss the situation with the appropriate staff who will give a consensus recommendation on the most appropriate action. The complainant will be informed of the decision. If the complainant is not satisfied with this process, he/she can ask for a review.

If the complainant is still not satisfied, the complainant may refer it to an independent authority, such as:

- Tertiary Education Commission (TEC), PO Box 27048, Wellington.
- New Zealand Qualifications Authority (NZQA), PO Box 160, Wellington.
- iStudent Complaints\*, Freephone: 0800 006675, Email: [complaints@istudent.org.nz](mailto:complaints@istudent.org.nz)  
(\* for Financial and Contractual disputes only)

Notes: Complaints may be either written or verbal. ETC will document all formal complaints. Complainants can bring a friend (or advocate) to support them.

## **Disciplinary Procedures**

If a tutor considers a student to have broken an ETC rule, such as being late to class, or not doing homework, they will first discuss the situation with the student so that the student has the opportunity to explain.

If the issue is not resolved, the teacher will issue the first warning in the form of a coloured card (for absence, unsatisfactory effort or behaviour). The card goes on the student's file and a copy of the card is given to the student.

There is a first warning card, a second warning card and a final warning letter. After the second warning card is issued, the teacher makes it very clear to the student that any further breach of the rules will result in his or her dismissal.

If absences, unsatisfactory effort or behaviour continue, the student will be spoken to by the Director or Manager or Director of Studies and will be given a letter of termination and asked to leave ETC.

If the student wishes to appeal the decision, they can ask the staff for a review of the situation.

## **Plagiarism or Cheating**

Plagiarism or cheating is considered a breach of ETC rules and will not be tolerated.

### **What is Plagiarism?**

**Plagiarism – adapted from <https://www.plagiarism.org/article/what-is-plagiarism>**

According to the Merriam-Webster online dictionary, to "plagiarise" means:

- to steal and pass off the ideas or words of another person as your own
- to use ideas, words, pictures, videos etc. without crediting the source
- to commit literary theft
- to present as new and original an idea or product that already exists

Plagiarism is an act of fraud. It involves stealing someone else's work and lying about it afterward.

All of the following are considered plagiarism:

- giving your teacher someone else's work and telling them it is your own
- copying your friends' or classmates' work
- copying words or ideas from someone else without saying where you got them from
- not putting a quotation in quotation marks
- giving incorrect information about where a quotation came from
- changing words but copying the sentence structure of a source without giving credit
- copying so many words or ideas from a source that it makes up the majority of your work, whether you give credit or not
- memorising someone else's essay and then writing it in class as if it was your own

In most cases plagiarism can be avoided by saying where you found it. Say that specific material has been borrowed and provide the information needed to find the source. This is usually enough to prevent plagiarism. Your teachers will show you how to reference your work.

In New Zealand plagiarism is considered a very serious offence at school and by most New Zealanders. ETC and most schools use computer programmes to scan students' work to find plagiarism.

If you plagiarise at ETC the consequences are serious and you may be expelled from school. If you have paid fees you may not receive a refund.

If you plagiarise at university or polytechnic you may be expelled and get no refund of your fees. You may be banned from attending university again.

E.g. Massey University rules say that if you take more than 3 words in a row from any source you must use quotation marks. If you don't they consider it plagiarism.

If you steal your class or work friends' ideas and pretend to the teacher or to your boss that they are your ideas, you will soon have no friends and will be considered untrustworthy.

**Always credit someone else's ideas and words. Even better, try to use your own 😊**

## **Attendance**

ETC expects that students will attend 100% of their classes. Disciplinary action will be taken when attendance falls below 80%. If attendance remains below 80%, a student's enrolment may be terminated. If a student's enrolment is terminated, no refund of fees will be made and affected agencies will be notified eg: Work and Income, Immigration New Zealand, Studylink etc.

## **Instant Dismissal**

For an action which could result in a criminal conviction, such as theft, drug use or assault on a staff member or another student, the student is liable to be dismissed.

Verbal abuse of staff or students, drug use or any behaviour that may bring ETC into disrepute can also result in instant dismissal.



## International students - How to make a complaint

### What to do if you have a complaint

When you come to New Zealand as an international student, you can expect to receive a high standard of education, and to feel safe and well cared for while you live and study here.

If you have a complaint, it is important that you go through the right steps.

Here is what you need to do.

### Ask your education provider to resolve your complaint

Your education provider is your first point of contact for any complaint you have, including any complaint about the agents your provider uses.

They must have a complaints process in place for you to go through, and they must tell you what that process is. Follow that process to see if your complaint can be resolved by your provider.

### If your complaint is not resolved – contact NZQA

If your education provider has not resolved your complaint, and you still wish to have it resolved, then you can contact NZQA. NZQA is a government organisation. They can provide an independent assessment of your complaint and will either investigate your concerns or advise you what you can do next.

You can submit your complaint query on the NZQA website, or send an email to [qadnisk@nzqa.govt.nz](mailto:qadnisk@nzqa.govt.nz)

If you need more information on the complaints process, contact NZQA on 0800 697 296.

### Or – if it is a financial dispute – you can contact iStudent Complaints

iStudent Complaints is available to help you resolve financial or contractual disputes with your education provider. There is no cost to you for this service.

iStudent Complaints is an independent service with experience in helping people to resolve disputes. You can contact iStudent Complaints on 0800 00 66 75.

### New Zealand's quality standards

All international students enrolled with a New Zealand education provider are covered by the New Zealand Government's Education (Pastoral Care of International Students) Code of Practice.

This is legislation that outlines the level of care that education providers, and their agents, must provide to international students while they live and study in New Zealand.

The education system is regulated with strong quality assurance systems across the board.

In general, as an international student you can expect that:

- the quality of teaching and learning you receive will meet high educational standards
- the marketing and promotion information you receive before you enrol is clear, complete and accurate so you can make a well-informed decision about whether an education provider is the right choice for you
- education providers' agents give you reliable information and act with integrity and professionalism
- you will receive enough information and support to help you with your enrolment, including understanding the legal obligations you have, and that you will receive all the proper documentation
- you are welcomed and have enough information, guidance and support to help you settle into your new life in New Zealand
- your study environment is safe, and that you have a safe place to live

### About the Education (Pastoral Care of International Students) Code of Practice

The New Zealand Government's Education (Pastoral Care of International Students) Code of Practice is a document that clearly outlines the full legal requirements that education providers enrolling international students must abide by – to read this, go to the NZQA website.

### About NZQA

NZQA is a government organisation which manages the quality of New Zealand qualifications, and also acts as the Administrator of the Education (Pastoral Care of International Students) Code of Practice.

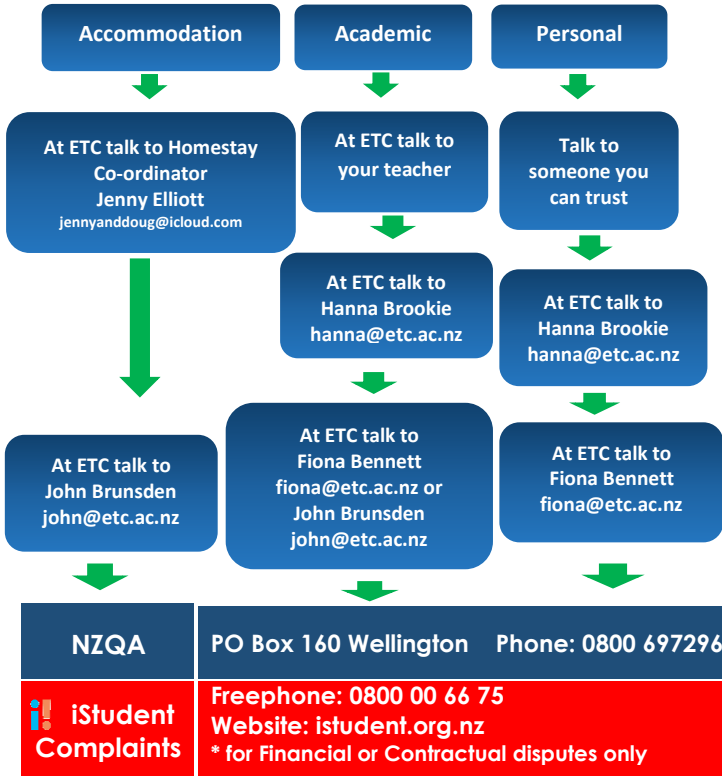
[www.nzqa.govt.nz](http://www.nzqa.govt.nz)

## Re-Assessment & Appeals Procedure

Students who are unhappy with their academic results may approach their tutor or the Director of Studies for a reassessment of their results within 3 months of completion. If the student is still unhappy with the assessment, they may use the grievance and complaints procedure which is outlined above

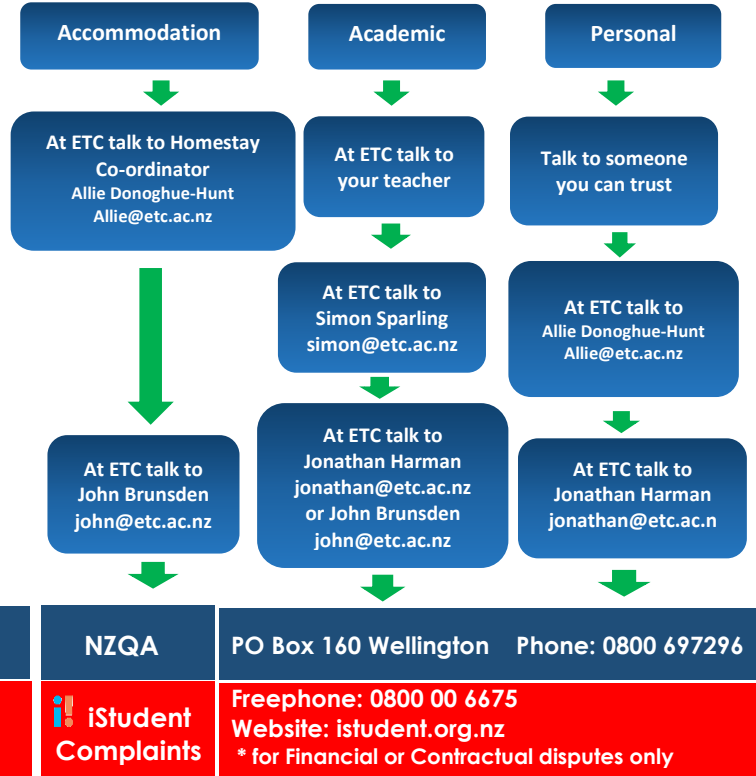
**International Students  
Problems or Complaints**

**Palmerston North  
Campus**



**International Students  
Problems or Complaints**

**Wellington &  
Lower Hutt Campus**



\* Financial and contractual disputes are complaints that involve the terms of your contract to study or complaints about money, such as refund requests.

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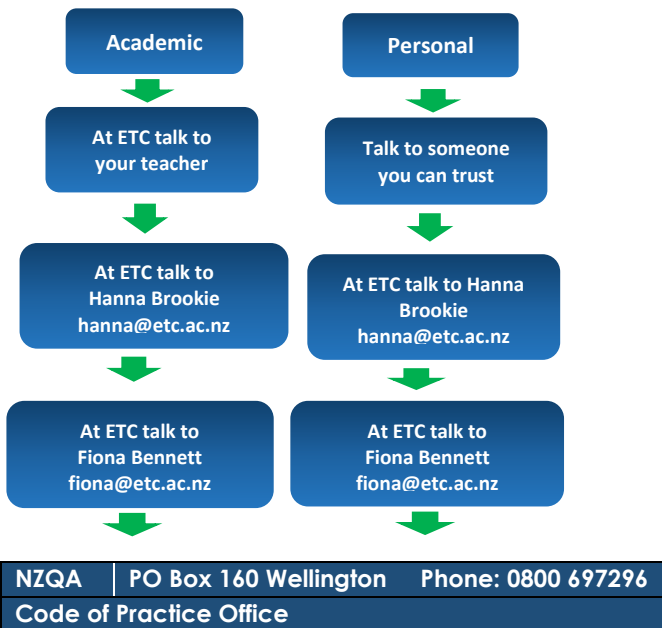
**Palmerston North Campus**  
140-144 The Square  
Phone: +64 6 357 7107  
Email: office@etc.ac.nz  
ETC Director: John Brunsden  
140 The Square, Palmerston North 4410  
Email: john@etc.ac.nz

**Wellington Campus**  
204 Willis Street, Te Aro  
Phone: +64 4 385 0066  
Email: Rozina at rozina@etc.ac.nz

**Lower Hutt Campus**  
92 Queens Drive  
Phone: +64 4 974 9984  
Email: Jacqui at jacqui@etc.ac.nz

**Domestic Local Students  
Problems or Complaints**

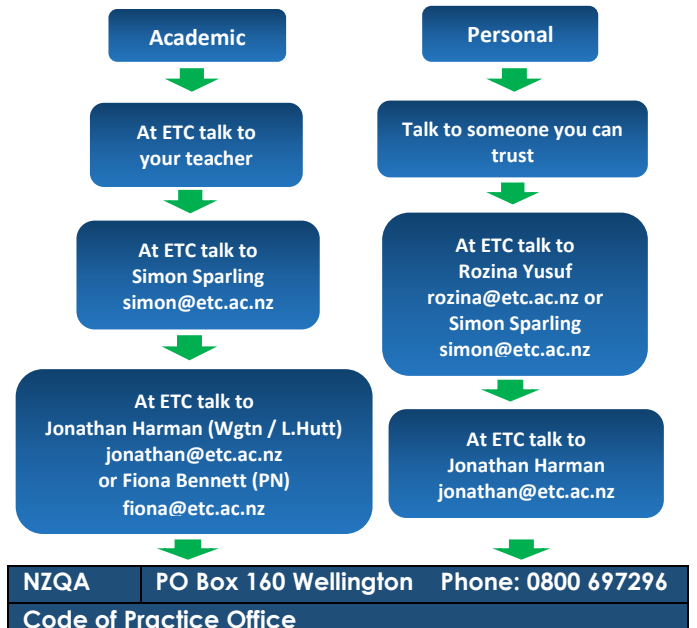
**Palmerston North  
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**Palmerston North Campus**  
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Problems or Complaints**

**Wellington &  
Lower Hutt Campus**



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Phone: +64 4 385 0066  
Email: Rozina at rozina@etc.ac.nz

**Lower Hutt Campus**  
92 Queens Drive  
Phone: +64 4 974 9984  
Email: Jacqui at jacqui@etc.ac.nz

# Helping international students and their education providers resolve contractual disputes



You



New Zealand education



Amazing experience



You



New Zealand education



Dispute or issue



Frustration



You



New Zealand education



iStudent



Amazing experience



**iStudent  
Complaints**

Freephone: 0800 00 66 75

Email: [complaints@istudent.org.nz](mailto:complaints@istudent.org.nz)

Website: [istudent.org.nz](http://istudent.org.nz)

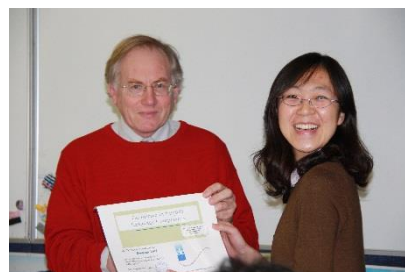
Keep up with iStudent on:





## The Successful Student

- has a strong reason to improve his/her English
- learns at least 50 new words a week, using sentences as well as words in a list
- attends class full-time every day
- comes to school rested and ready to work ( 8 hours sleep)
- does all the homework
- lives in an English-speaking homestay, apartment or flat
- speaks with native speakers
- reads easy books/ newspapers/magazines
- listens to English on the radio and TV
- asks questions in class
- has a realistic target
- reviews classroom work
- learns from corrections of his/her written work
- has well-organised notes



### Suggested Self-study Programme – *try to do some of the following tasks every day*

**Vocabulary** - Review vocabulary and spelling words. Extend vocabulary into word families.

Vocabulary strip reading tasks and update notes.

Keep a notebook with you and write down new words as you find them.

**Reading** – Review reading tasks. Analyse question types.

Read for personal enjoyment in English e.g. novels, poetry, newspaper, magazines, etc.

Keep a reading log – Write down all the places you read English.

**Writing** – Review writing tasks and teacher feedback. Re-write using teacher comments to improve your work.

Practise writing in a set amount of time.

Write notes for yourself in English e.g. shopping list, to do list etc.

Write emails to classmates and friends in English.

Practise your hand writing

**Speaking** – Take opportunities to speak with native English speakers e.g. in the supermarket, on the bus, at recreational activities (swimming, clubs, sports etc.)

Practise speaking in front of a mirror, make eye contact and practise body language.

**Listening** – Take opportunities to listen to native English speakers e.g. in the supermarket, on the bus, at recreational activities (swimming, clubs, sports etc.)

Listen to the television and radio news. Watch movies in English ( you can turn on the sub titles in English and read along as well, or in your language to help you understand)

**Homework** – Do your homework promptly. Homework helps you remember what you learnt in class.

Homework is often an important part of the next day's lesson.

**Study Skills** – Study in a quiet place. Turn off all distractions (phone, loud music, etc.) Organise your class notes in your folder. Make a study group with classmates.

# HOUSE RULES - English Teaching College

## ATTENDANCE:



You must attend all classes. You must telephone before class starts, if you are late, sick or going to be absent. If you are sick for more than three days, your tutor may request a medical certificate from a doctor.

All appointments should be made outside class time. If you have an appointment during class time, your tutor may request written proof of the appointment.

To keep your enrolment at ETC it is necessary to maintain a good attendance of 100%. Certificates issued by ETC will include information about your attendance. When requested by New Zealand Immigration or other government agencies ETC will supply a copy of your academic record and attendance record.

## CHANGE OF ADDRESS OR TELEPHONE NUMBER



Tell us if you move to another address. If you change address or phone number, we need to keep your contact details updated, so please let us know.

## DRESS CODE

Clean and tidy clothing is required when you are attending the course.

When you are on work experience, visiting outside agencies, or you are attending a job interview, you must wear appropriate business clothes.



## BEHAVIOUR

A high standard of behaviour and respect for others is expected at all times, in & out of the classroom. This includes class trips away from the school.

## HOUSEKEEPING:



You are responsible for keeping the kitchen and common room areas tidy.

Tutors may establish a roster system for cleaning.

You are expected to participate in these duties.

## CELL PHONES

Please make sure your cell phone is on silent in the classrooms at all times.



## PERSONAL PROPERTY & INSURANCE

You are responsible for your own property such as bikes, cell-phones, MP3, books, and translators.

ETC takes no responsibility for your own property.



## ETC EQUIPMENT & PROPERTY

All ETC property must be used carefully and any damage reported as soon as possible.

Students may be required to pay for any wilful damage



## NO SMOKING

No smoking in the building at all times



## NO SPITTING

It is very unhealthy to spit. In New Zealand, it is very disrespectful to spit in public.



## NO ALCOHOL AND DRUGS

Alcohol and drugs are not to be used or brought to ETC.

You must not attend classes under the influence of drugs or alcohol.

Breaking these rules may result in instant dismissal from the course with no refund of fees.



## COMPUTERS

No food or drink is allowed in the computer area. No computer games are to be played during class time. Do not use the Internet for any illegal purposes or for viewing pornographic or violent material.

Downloading of games, movies, programmes, music or other non-course related material is not permitted. Storage devices like memory cards/flash drives, cannot be used without the approval of the course co-ordinator.



## **Information for students under 18 years old**

There are some special rules for students who are under 18 when they are studying in New Zealand.

- Students must tell their homestays where they will be when they are not at ETC
- Students must ask permission from ETC if you want to travel or go out of the city
- New Zealand laws say you cannot drink alcohol or smoke cigarettes when you are under 18 years old.
- ETC will contact your parents or caregivers on a regular basis to inform them of your progress or if we have any concerns about you

Students can talk to their teachers, homestay parents or any office staff member if they need help with anything, e.g. feeling lonely, a medical problem, exam stress etc.

# Some New Zealand Road Rules

**N Z Road Code** Learn the NZ road rules at: [www.itsa.govt.nz/roadcode/index.html](http://www.itsa.govt.nz/roadcode/index.html)

## Walking

Always use the footpaths. Use pedestrian crossings when crossing a road, because a car must stop for you. Where there are no footpaths, it is always safest to walk on the side of the road facing cars coming towards you, so you can see them coming.

## Hitch-hiking



ETC strongly advises you to use public transport when travelling. Hitching a ride from strangers can be dangerous.

## Bikes



You must wear a helmet every time you ride your bike. No riding on the footpaths, it is for walking only.

Always have lights on your bike at night. Lock your bike when you are not using it, or it may get stolen.

## Motorbikes



Always wear a helmet. You need a driver's licence to ride a motor bike on the road.

## Cars



International licences are legal for the first 12 months then you must get a NZ driver's licence. You must also carry an English translation for your international licence.

## NZ licences

Learners - no solo driving, must drive with another fully licenced driver  
Restricted - no passengers (unless they have a full licence) and limited night driving  
Full - carry friends and family in the car.

## Car safety

Always wear your seat belts, and young children must be in a child's car-seat in the car.

## W.O.F

You must get regular checks for your car so it's safe on the road. This is called a **Warrant Of Fitness (WOF)**. It checks for good tyres, brakes and lights etc.

## and

You will be given a sticker on the car window screen for the police to see.

## Car Registration

You must also have a registration sticker. If the car doesn't have a WOF or registration, you must not drive the car.

This is a sticker that you buy from the government so you can drive your car on the road. If you don't have current WOF and registration sticker's on your car's window screen, you will have to pay a LARGE fine to the government. Check the expiry date.

## Speed



The fastest you can drive in the city or towns is 50 km/hour and on the open road, its 100 km/hour. There are also places on the road where you must travel at 70km/hour. Look out for signs to make sure you are doing the correct



Near schools and buses you **MUST** drive slower.

## Medical Assistance

If you are unwell or a family member is sick, please go to the doctor's clinic first, and they will send you to the hospital if needed.

(Hospitals are for accidents and emergencies)

### Visiting sick people in hospital.

Ring the hospital to find out which room they are in & when you can visit them.

Most visiting hours are between 2 pm and 4pm.



### Doctors - Palmerston North Medical Assistance

City Doctors, 22 Victoria St.	06 355 3300
The Palms, 445 Ferguson St	06 354 7737
Public Hospital	06 356 9169

### Doctors - Wellington Medical Assistance

Newtown Medical Centre	04 389 9955
Newtown Union Health	04 380 2020
Kilbirnie Medical Centre	04 387 9758
Johnsonville Medical Centre	04 920 8850
Wellington Public Hospital	04 385 5999



### Doctors - Lower Hutt Medical Assistance

Hutt City Medical Centre	04 5762009
Hutt Union Health	04 568 6392
Naenae Medical Centre	04 567 1066
Te Awakairangi Health Centre	04 566 5320
Hutt Public Hospital	04 566 6999

**Health Line** 0800 611 116

This is a free service. You can phone the Health Line for advice about a medical situation.

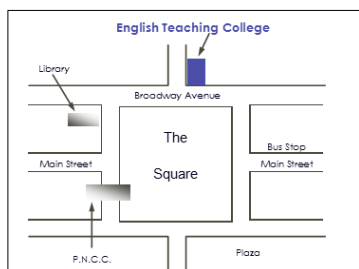
## Some Useful National Phone Numbers

Police Station (Palmerston North)	06 351 3600
Police Station (Wellington)	04 494 3820
Police Station (Lower Hutt)	04 560 2600
Police / Fire / Ambulance (Emergency Calls only)	111
The Translation Service	0800 TRANSLATE
Citizens Advice Bureau (for free information and advice)	0800 367 222
National Auto Club	0800 501 508
CADS (Community Alcohol & Drug Service)	0800 787 797
Family Planning Association	0800 654 659
Gambling Helpline (help to stop gambling)	0800 654 655
Life-Line (if you are lonely or depressed)	0800 543 354
Youth Line (if you have a problem)	0800 376633
Plunket Line - information about children	0800 933 922
Health line - information if you are sick	0800 611 116

## Some Useful Websites

ETC - English Teaching College	<a href="http://www.etc.ac.nz">www.etc.ac.nz</a>
Driving in N Z Transport safety	<a href="http://www.ltsa.govt.nz/index.html">www.ltsa.govt.nz/index.html</a>
Immigration Service	<a href="http://www.immigration.govt.nz/index.html">www.immigration.govt.nz/index.html</a>
Ministry of Education	<a href="http://www.minedu.govt.nz/">www.minedu.govt.nz/</a>
National Auto Club	<a href="http://www.natauto.co.nz">www.natauto.co.nz</a>
CADS (Community Alcohol & Drug Service)	<a href="http://www.adanz.org.nz">www.adanz.org.nz</a>
Family Planning Association	<a href="http://www.fpanz.org.nz">www.fpanz.org.nz</a>
Gambling Helpline	<a href="http://www.inyaface.co.nz">www.inyaface.co.nz</a>
Information about buying car	<a href="http://www.carjam.co.nz">www.carjam.co.nz</a>

## ETC Palmerston North – Head Office



140 The Square, Palmerston North



ETC office Palmerston North  
Emergency after hours  
Emergency Homestay - Jenny Elliott

06 357 7107  
021 278 2709  
027 568 0336

## ETC Wellington Campus



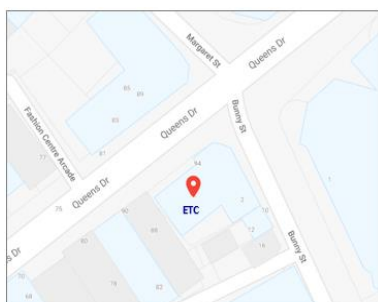
204 Willis Street, Wellington



ETC office phone Wellington  
Emergency Homestay  
Emergency after hours

04 385 0066  
027 8290678  
021 278 2709

## ETC Lower Hutt Campus



92 Queens Drive



ETC office phone Lower Hutt  
Emergency after hours

04 974 9984  
021 278 2709

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Head office P.O. Box 995 Palmerston North [www.etc.ac.nz](http://www.etc.ac.nz)

## Study Contract (Student Copy)

I acknowledge that I have received, read and understand the contents of the ETC student handbook. I have had the opportunity to ask questions for clarification.

In signing this agreement, I agree to abide by the rules and conditions stated within the handbook and understand that should I breach any of the mentioned rules I may be subject to disciplinary action.

I understand that if I wish to withdraw from my course or my circumstances change in other ways that affect my course, it is my responsibility to inform the ETC office. This agreement also covers re-enrolments within 10 weeks from the end of my last enrolment period. Thereafter I will need to sign a new contract.

Students Full Name \_\_\_\_\_ [print]

Students signature \_\_\_\_\_ Date \_\_\_\_\_



Under 18 parent signature \_\_\_\_\_

✂.....

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Students Full Name \_\_\_\_\_ [print]

Students signature \_\_\_\_\_ Date \_\_\_\_\_



Under 18 parent signature \_\_\_\_\_