

# Domestic Student Enrolment Form (ENR01 v6)



Head Office  
Level 6/7, 3 City Road  
Grafton, Auckland 1010

Phone: +64 9 320 3236  
Email: enrolment@aka.ac.nz



Welcome to Samala Robinson Academy. Please read the instructions below carefully before you complete this enrolment form. Complete ALL sections and return by post or email to one of the above addresses.

INSTRUCTIONS	
<p>The purpose of this enrolment form is to obtain from you the information we need to enrol you into a qualification at our organisation. We also need to collect information from you which is required by government agencies for statistical and administrative reasons. Please fill in the form properly by:</p> <ul style="list-style-type: none"> <li>• Completing all sections of the form.</li> <li>• Printing your answers clearly in pen, or by ticking the box that applies for multi-choice question</li> <li>• Signing the form</li> <li>• Attaching to the form additional documentation that is required for government funding purposes. A description of the required documentation is provided on page 4 of the form.</li> </ul>	

A. PROGRAMME		
1	Please tick the programme you wish to enrol in:	<input type="checkbox"/> Certificate in Fashion Makeup, Level 3 <input type="checkbox"/> Certificate in Fashion Makeup, Level 3 ONLINE <input type="checkbox"/> Certificate in Pharmacy (Introduction), Level 3 ONLINE <input type="checkbox"/> NZ Certificate in Workplace Health & Safety Practice, Level 4 <input type="checkbox"/> Advanced Fashion and Creative Media Makeup, Level 4
	Programme Dates	Start Date: _____ End Date: _____
	Campus	<input type="checkbox"/> Auckland (CBD) <input type="checkbox"/> Manukau <input type="checkbox"/> Other _____
	Have you studied with SRA before?	<input type="checkbox"/> Yes <input type="checkbox"/> No
B. PERSONAL DETAILS		
2	<b>Legal Family Name:</b> (please attach NZ Birth Certificate or Passport to support)	
	<b>Legal Given Name(s):</b>	
3	<b>Preferred name:</b> (If different from above)	
	Previous name(s) known by:	
4	If you have previously enrolled with us under another name, what was that name?	

<b>5</b>	Preferred title:	Ms <input type="checkbox"/>	Miss <input type="checkbox"/>	Mrs <input type="checkbox"/>	Mr <input type="checkbox"/>	Other (Specify):																																																																								
<b>6</b>	Date of birth:	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Day      month      year			Gender:	Male <input type="checkbox"/> Female <input type="checkbox"/> Diverse <input type="checkbox"/>																																																																								
<b>7</b>	If you know your NSN (National Student Number), please write it here.		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> - <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> - <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>																																																																											
<b>8</b>	Citizenship / Residency	Tick the box which best describes your citizenship:  NZ Citizen <input type="checkbox"/> Go to 12 Australian Citizen <input type="checkbox"/> Go to 12 Other <input type="checkbox"/>  If "Other", Please specify your Country of Citizenship (For students with dual citizenship, specify the country of citizenship of the passport used to enter New Zealand.):  Country of Citizenship: _____  Tick the box if you have New Zealand or Australian Permanent Resident Status: New Zealand Resident Visa Holder <input type="checkbox"/> Australian Permanent Resident <input type="checkbox"/>																																																																												
<b>9</b>	Ethnicity: What ethnic group(s) do you belong to?  You may tick up to three boxes, which apply to you.	<table style="width: 100%; border: none;"> <tr> <td style="width: 33%;">NZ European/Pakeha</td> <td style="width: 33%; text-align: center;"><input type="checkbox"/> 111</td> <td style="width: 33%;">Filipino</td> <td style="text-align: center;"><input type="checkbox"/> 411</td> </tr> <tr> <td>New Zealand Māori</td> <td style="text-align: center;"><input type="checkbox"/> 211</td> <td>Cambodian</td> <td style="text-align: center;"><input type="checkbox"/> 412</td> </tr> <tr> <td>Samoan</td> <td style="text-align: center;"><input type="checkbox"/> 311</td> <td>Vietnamese</td> <td style="text-align: center;"><input type="checkbox"/> 413</td> </tr> <tr> <td>Cook Island Māori</td> <td style="text-align: center;"><input type="checkbox"/> 321</td> <td>Other Southeast Asian</td> <td style="text-align: center;"><input type="checkbox"/> 414</td> </tr> <tr> <td>Tongan</td> <td style="text-align: center;"><input type="checkbox"/> 331</td> <td>Chinese</td> <td style="text-align: center;"><input type="checkbox"/> 421</td> </tr> <tr> <td>Niue</td> <td style="text-align: center;"><input type="checkbox"/> 341</td> <td>Indian</td> <td style="text-align: center;"><input type="checkbox"/> 431</td> </tr> <tr> <td>Tokelauen</td> <td style="text-align: center;"><input type="checkbox"/> 351</td> <td>Sri Lankan</td> <td style="text-align: center;"><input type="checkbox"/> 441</td> </tr> <tr> <td>Fijian</td> <td style="text-align: center;"><input type="checkbox"/> 361</td> <td>Japanese</td> <td style="text-align: center;"><input type="checkbox"/> 442</td> </tr> <tr> <td>Other Pacific Peoples</td> <td style="text-align: center;"><input type="checkbox"/> 371</td> <td>Korean</td> <td style="text-align: center;"><input type="checkbox"/> 443</td> </tr> <tr> <td>British/Irish</td> <td style="text-align: center;"><input type="checkbox"/> 121</td> <td>Other Asian</td> <td style="text-align: center;"><input type="checkbox"/> 444</td> </tr> <tr> <td>Dutch</td> <td style="text-align: center;"><input type="checkbox"/> 122</td> <td>Middle Eastern</td> <td style="text-align: center;"><input type="checkbox"/> 511</td> </tr> <tr> <td>Greek</td> <td style="text-align: center;"><input type="checkbox"/> 123</td> <td>Latin American</td> <td style="text-align: center;"><input type="checkbox"/> 521</td> </tr> <tr> <td>Polish</td> <td style="text-align: center;"><input type="checkbox"/> 124</td> <td>African</td> <td style="text-align: center;"><input type="checkbox"/> 531</td> </tr> <tr> <td>South Slav</td> <td style="text-align: center;"><input type="checkbox"/> 125</td> <td>Other</td> <td style="text-align: center;"><input type="checkbox"/> 611</td> </tr> <tr> <td>Italian</td> <td style="text-align: center;"><input type="checkbox"/> 126</td> <td>Not Stated</td> <td style="text-align: center;"><input type="checkbox"/> 999</td> </tr> <tr> <td>German</td> <td style="text-align: center;"><input type="checkbox"/> 127</td> <td></td> <td></td> </tr> <tr> <td>Australian</td> <td style="text-align: center;"><input type="checkbox"/> 128</td> <td></td> <td></td> </tr> <tr> <td>Other European</td> <td style="text-align: center;"><input type="checkbox"/> 129</td> <td></td> <td></td> </tr> </table> <p>If "Other Pacific Peoples", "Other European", "Other Southeast Asian", "Other Asian" or "Other" please specify what specific ethnicity below.</p> <hr/>					NZ European/Pakeha	<input type="checkbox"/> 111	Filipino	<input type="checkbox"/> 411	New Zealand Māori	<input type="checkbox"/> 211	Cambodian	<input type="checkbox"/> 412	Samoan	<input type="checkbox"/> 311	Vietnamese	<input type="checkbox"/> 413	Cook Island Māori	<input type="checkbox"/> 321	Other Southeast Asian	<input type="checkbox"/> 414	Tongan	<input type="checkbox"/> 331	Chinese	<input type="checkbox"/> 421	Niue	<input type="checkbox"/> 341	Indian	<input type="checkbox"/> 431	Tokelauen	<input type="checkbox"/> 351	Sri Lankan	<input type="checkbox"/> 441	Fijian	<input type="checkbox"/> 361	Japanese	<input type="checkbox"/> 442	Other Pacific Peoples	<input type="checkbox"/> 371	Korean	<input type="checkbox"/> 443	British/Irish	<input type="checkbox"/> 121	Other Asian	<input type="checkbox"/> 444	Dutch	<input type="checkbox"/> 122	Middle Eastern	<input type="checkbox"/> 511	Greek	<input type="checkbox"/> 123	Latin American	<input type="checkbox"/> 521	Polish	<input type="checkbox"/> 124	African	<input type="checkbox"/> 531	South Slav	<input type="checkbox"/> 125	Other	<input type="checkbox"/> 611	Italian	<input type="checkbox"/> 126	Not Stated	<input type="checkbox"/> 999	German	<input type="checkbox"/> 127			Australian	<input type="checkbox"/> 128			Other European	<input type="checkbox"/> 129		
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10	<p>Iwi: If you identified as New Zealand Māori in question 12, what is the name of your Iwi?</p> <p>You may enter more than one Iwi. If you do not know your Iwi, please enter 'Don't Know'.</p>	<p>Iwi: <span style="float: right;">Hapu:</span> Rohe (Iwi home area):</p> <p>Iwi: <span style="float: right;">Hapu:</span> Rohe (Iwi home area):</p> <p>Iwi: <span style="float: right;">Hapu:</span> Rohe (Iwi home area):</p>	
11	Main Activity Prior to Study	<p>What was your MAIN activity or occupation on 1 October last year?</p> <p> <i>Secondary School Student</i> <input type="checkbox"/> 01 <i>Non-employed of Beneficiary (excl retired)</i> <input type="checkbox"/> 02  <i>Wage of Salary Worker</i> <input type="checkbox"/> 03 <i>Self Employed</i> <input type="checkbox"/> 04  <i>University Student</i> <input type="checkbox"/> 05 <i>Polytechnic Student</i> <input type="checkbox"/> 06  <i>House person or Retired</i> <input type="checkbox"/> 08 <i>Overseas (irrespective of occupation)</i> <input type="checkbox"/> 09  <i>Private Training Establishment Student</i> <input type="checkbox"/> 11 <i>Wānanga Student</i> <input type="checkbox"/> 12 </p>	
12	<p>Disability: Do you live with the effects of significant injury, long term illness, or disability? The information you supply is confidential. <i>If yes, how would you describe your impairment, disability or long term medical condition:</i></p>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
13	<p>Do you suffer from any allergies? <i>If yes, please describe:</i></p>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
14	<p>Have you ever / or do you currently suffer from any mental health issues that we should be aware of? <i>If yes, please describe:</i></p>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
<b>C. ACADEMIC INFORMATION</b>			

15	Secondary School:	<p>What was the name of the last secondary school you attended? State "overseas", if applicable.</p> <hr/> <p>What was your final year at secondary school? <input type="checkbox"/><input type="checkbox"/><input type="checkbox"/><input type="checkbox"/> (please put approximate year if you are not sure)</p> <p>What is the highest level of achievement you hold from a secondary school? Your highest achievement may be a "traditional" award such as School Certificate, or you may have achieved a number of credits or a National Certificate at a certain level on the NZ Qualifications Framework. Your NZQA Record of Achievement shows you the standards, credits and qualifications you have achieved. Tick only one box.</p> <p><i>No formal secondary qualification</i> <input type="checkbox"/> 00  <i>14 or more credits at any level</i> <input type="checkbox"/> 11  <i>NCEA Level 1 or School Certificate</i> <input type="checkbox"/> 12  <i>NCEA Level 2 or 6th Form Certificate</i> <input type="checkbox"/> 13  <i>University Entrance</i> <input type="checkbox"/> 14  <i>NCEA Level 3 or Bursary or Scholarship</i> <input type="checkbox"/> 15  <i>Overseas qualification (inclInternational Baccalaureate &amp; Cambridge Exams)</i> <input type="checkbox"/> 09  <i>Other</i> <input type="checkbox"/> 98  <i>Not known</i> <input type="checkbox"/> 99</p> <p>Please specify if "Overseas qualification" or "Other".</p> <hr/>												
16	Tertiary Study:	<p>Will this be the first time you have ever enrolled in a University, Institute of Technology Polytechnic, Institute of Technology College of Education, Industry Training Organisation, Government Training Establishment, Private Training Establishment or Wānanga either in New Zealand or overseas <b>since</b> leaving school? Do not include enrolments in community classes.</p> <p>No <input type="checkbox"/> Yes <input type="checkbox"/></p> <p>If you answered "No", please enter the name of the organisation you studied at and the year of your first enrolment:</p> <p>Organisation Name:</p> <hr/> <p>Year: <input type="checkbox"/><input type="checkbox"/><input type="checkbox"/><input type="checkbox"/></p>												
17	Prior Achievement	<p>Please list all of the tertiary qualifications you hold, the month and year you completed each and the tertiary education organisation that it was completed at. Alternatively attach your academic transcript from the tertiary education organisation and/or a copy of your NZQA Record of Achievement.</p> <table border="1" data-bbox="486 1554 1444 1756"> <thead> <tr> <th data-bbox="486 1554 815 1626">Tertiary education organisation</th> <th data-bbox="815 1554 1139 1626">Qualification</th> <th data-bbox="1139 1554 1444 1626">Month and year of completion</th> </tr> </thead> <tbody> <tr> <td data-bbox="486 1626 815 1671"></td> <td data-bbox="815 1626 1139 1671"></td> <td data-bbox="1139 1626 1444 1671"></td> </tr> <tr> <td data-bbox="486 1671 815 1715"></td> <td data-bbox="815 1671 1139 1715"></td> <td data-bbox="1139 1671 1444 1715"></td> </tr> <tr> <td data-bbox="486 1715 815 1756"></td> <td data-bbox="815 1715 1139 1756"></td> <td data-bbox="1139 1715 1444 1756"></td> </tr> </tbody> </table>	Tertiary education organisation	Qualification	Month and year of completion									
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<b>D. CONTACT INFORMATION</b>														

18	Home Address and contact details:	Home Address	Postal Address (if different from home address)
		Street Address:	Postal Address:
		Suburb:	Suburb:
		Town/City:	Town/City:
		Post Code:	Post Code:
		Phone: (    )	Mobile: (    )
		Email:	
19	Next of Kin / Emergency Contact	Name:	
		Relationship:	
		Phone: (    )	Mobile: (    )

## E. DOCUMENTATION

To qualify as a **domestic student**, and be entitled to the Government tuition subsidy, you must be:

- a citizen of New Zealand (including students from the Cook Islands, Tokelau, or Niue who have New Zealand citizenship) **or**
- a permanent resident of New Zealand **or**
- a citizen or permanent resident of Australia residing in New Zealand **or**
- a citizen of New Zealand (including students from the Cook Islands, Tokelau, or Niue who have New Zealand citizenship).

You must provide evidence of citizenship or permanent residency. **To do so you must produce one of the following:**

- Birth certificate with place of birth stated as New Zealand, Cook Islands, Tokelau, or Niue.
- New Zealand passport.
- A certificate of identity.
- A statement of Whakapapa, including date of birth, countersigned by a kaumatua.
- A New Zealand certificate of citizenship.
- Overseas passport with residency stamp.

You can bring the original documentation to our Marketing team, alternatively please provide a certified copy. This means a photocopy, photograph or scanned copy of your original document, signed as being a true and accurate copy by a Justice of the Peace (JP), Barrister or Solicitor, Notary Public, Court Register or Deputy Registrar, Member of Parliament; or a Land Transport New Zealand, Public trust, or local authority employee designated for this purpose. If you are a learner in a remote community and unable to access a person listed in the Oaths and Declarations Act, a member of the New Zealand Police, school principal, minister of religion, or general practitioner is acceptable.

On occasion, more than one National Student Number is created for an individual **or data entry errors are made**. The Ministry regularly monitors the quality of the National Student Index and, when duplicates **or errors** are discovered, it works with providers and government agencies to merge duplicates **and correct errors**. This may require the documentation you provide at enrolment being shared between agencies authorised to access the National Student Index to make these corrections.

For further information please see: <http://nsi.education.govt.nz/home.aspx>

## F. CONDITIONS OF ENROLMENT

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

**Education Code of Practice** - Samala Robinson Academy has agreed to observe and be bound by the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (the Code) and subsequent amendments published by the Ministry of Education, and managed by the Code Administrator, New Zealand Qualification Authority. Copies of the Codes are available on request from Samala Robinson Academy or you can find them here: <https://www2.nzqa.govt.nz/assets/Tertiary/The-Code/pastoral-care-code-of-practice-2021-english.pdf>

<p><b>Privacy</b> – SRA collects and stores information from this form to:</p> <ul style="list-style-type: none"> <li>• manage the business of SRA (including internal reporting, administrative processes and selection of scholarship and prize winners)</li> <li>• comply with the requirements of the Education Act 1989 and other legislation<sup>1</sup> relating to maintenance of records</li> <li>• supply information to government agencies and other organisations as set out below.</li> </ul> <p>In signing this enrolment form you authorise such disclosure on the understanding that SRA will observe the conditions governing the release of information, as set out in the Privacy Act 1993, the Education Act 1989 and other relevant legislation. You may see any information held about you and amend any errors in that information. To do so, contact the Enrolments Officer.</p> <p>NB: The Privacy Act came into force on 1 July 1993 with the stated aim of protecting the privacy of natural persons. It requires SRA to collect, hold, handle, use and disclose personal information in accordance with the twelve information privacy principles in the Act. <a href="https://privacy.org.nz/privacy-act-2020/privacy-principles/">https://privacy.org.nz/privacy-act-2020/privacy-principles/</a></p> <p><i>Supply of information to government agencies and other organisations</i></p> <p>SRA supplies data collected on this form to government agencies, including:</p> <ul style="list-style-type: none"> <li>• the Ministry of Education</li> <li>• the Education New Zealand</li> <li>• the New Zealand Qualifications Authority</li> <li>• the Tertiary Education Commission</li> <li>• the Ministry of Social Development (in relation to student loans and allowances) and Inland Revenue (student loans)</li> <li>• Immigration New Zealand and the Ministry of Business, Innovation and Employment (for those who are not New Zealand citizens or permanent residents)</li> <li>• agencies which support particular students through scholarships, payment of fees or other awards (if you are a recipient of one of these awards).</li> </ul> <p>Those agencies use the data collected from tertiary education organisations to:</p> <ul style="list-style-type: none"> <li>• administer the tertiary education system, including allocating funding</li> <li>• develop policy advice for government</li> <li>• conduct statistical analysis and research.</li> </ul> <ul style="list-style-type: none"> <li>○ Your personal details (name, date of birth and residency) as entered on this form will be included in the National Student Index and may be used in an authorised information matching programme with the New Zealand Birth Register.</li> <li>○ The government agencies above may supply data collected on this form to Statistics New Zealand for the purposes of integrating data with data collected by other government agencies, subject to the provisions of the Statistics Act 1975. Integrated data is used for the production of official statistics, to inform policy advice to government and for research purposes.</li> <li>○ In handling data supplied by you on this form, the government agencies are required to comply with the provisions of the Privacy Act 1993.</li> <li>○ When required by law, SRA releases information to government agencies such as the New Zealand Police, Department of Justice, Ministry of Social Development, and the Accident Compensation Corporation (ACC).</li> </ul> <p>Information collected on this form may be supplied to other educational organisations for the purpose of verifying academic records.</p>
<p><b>Fees</b></p> <p>In signing this enrolment form you undertake to pay all fees as they become due, and to meet any late fees and collection charges associated with debt recovery. SRA's policy on withdrawal and refund of fees may be obtained from the Marketing team or Student Services team.</p>
<p><b>Quality Assurance</b></p> <p>NZQA assesses the standard of education for tertiary education organisations through a regular system of external evaluation and review (EER). Through periodic EER, tertiary education organisations are held accountable to their students, employers, funders, quality assurance bodies and other interested parties.</p> <p>Please go to <a href="http://www2.nzqa.govt.nz">http://www2.nzqa.govt.nz</a> and search Samala Robinson Academy to see our latest EER report from NZQA.</p>
<p><b>Programme / Timetable Changes</b></p> <ul style="list-style-type: none"> <li>• Samala Robinson Academy 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.</li> <li>• Samala Robinson Academy reserves the right to cancel or postpone any programme components (modules) and shall not be liable for any claim other than the proportion of component (module) fee which the cancelled portion bears. Modules are opened subject to the number of enrolments and/or any other factors. At least 2 weeks' notice will be given.</li> <li>• Samala Robinson Academy 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.</li> </ul>
<p><b>Liability</b></p> <p>To the fullest extent permitted by the Consumer Guarantees Act 1993 or otherwise at law or in equity, Samala Robinson Academy's 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 Samala Robinson Academy. Under no circumstances will Samala Robinson Academy be liable for indirect or consequential loss or damage of any kind (including loss of profits).</p>
<p><b>Complaints Procedure</b></p> <p>Samala Robinson Academy has a set procedure to resolve complaints. If the complaint is unable to be resolved satisfactorily within Samala Robinson Academy, it can be taken to the Chief Executive 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 complaints. 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.</p> <ul style="list-style-type: none"> <li>• NZQA – for concerns and complaints about a provider breaching the Code OR</li> <li>• Study Complaints – for concerns and complaints about money or contracts.</li> </ul> <p><u>NZQA</u> - you can submit your complaint query on the NZQA website (<a href="http://www.nzqa.govt.nz">www.nzqa.govt.nz</a>) OR send an email to <a href="mailto:risk@nzqa.govt.nz">risk@nzqa.govt.nz</a></p> <p><u>Study Complaints</u> - you can contact them through their website – <a href="https://www.studycomplaints.org.nz/">https://www.studycomplaints.org.nz/</a></p>
<p><b>Disciplinary Procedure</b></p> <p>If students contravene Samala Robinson Academy rules and regulations (as published on the Samala Robinson Academy website) including breaching the Conditions of Enrolment (as published in this enrolment form) with Samala Robinson Academy, the student will be issued with warning(s) following the Samala Robinson Academy discipline procedure:</p> <ul style="list-style-type: none"> <li>• 1st offence will result in a verbal warning, confirmed in writing.</li> <li>• 2nd offence will result in a written warning.</li> <li>• 3rd offence will result in a final written warning.</li> <li>• If the student then continues to break Samala Robinson Academy rules and regulations they will be expelled, and their enrolment with Samala Robinson Academy will be terminated.</li> </ul> <p>The Chief Executive can instantly expel students without warning if they seriously break the rules and regulations of Samala Robinson Academy and/or the laws of New Zealand. Please note that Attendance and Academic issues are part of the disciplinary process.</p> <p>The student will not be entitled to a refund of their fees if their enrolment with Samala Robinson Academy is terminated for Attendance or Disciplinary reasons.</p>
<p><b>Rules</b></p> <p>In signing this enrolment form you undertake to comply with the published rules and policies of SRA with regard to attendance, academic integrity and progress, conduct, use of information systems, withdrawals and refunds.</p>

<sup>1</sup> This includes legislation governing the maintenance of official records and for accountability for public funding.

**Withdrawal / Refund Information (Domestic students)**

1. Students must notify SRA of withdrawal from a programme using any of the following ways:
  - a. in writing on the official **SRA Request for Withdrawal Form** These are available from reception or can be downloaded from our website [www.sramakeup.com](http://www.sramakeup.com) and either emailed ([studentinfo@aka.ac.nz](mailto:studentinfo@aka.ac.nz)) OR submitted physically to a member of our Student Services team
  - b. in writing in an email or any other way to a member of our Student Services team ([studentinfo@aka.ac.nz](mailto:studentinfo@aka.ac.nz)); OR
  - c. verbally to a member of our Student Services team
  - d. The withdrawal date will be the date the notification was received by SRA, 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. the student fails to attend or participate in the programme in the first 8 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 8 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. SRA reserves the right to terminate a student's enrolment in the event of:
  - a. Academic or disciplinary non-compliance
  - b. Attendance non-compliance
    - i. Non-attendance for more than 5 consecutive days without contact or approved leave, after the first 8 days from the Offer of Place commencement date (or extension date where approved prior).
    - ii. Failure to meet SRA's Attendance Requirements.
4. Terminations will be notified to the student via personal email once actioned.
5. If you are terminated and you are in receipt of Student Loans / Allowances SRA will notify Study Link, who will cancel your Student Loans / Allowances entitlement. This may affect your ability to access Student Loans / Allowances in the future. This may also impact your ability to access MSD support benefits.

**Refund Information**

1. Students who withdraw in accordance with SRA's Withdrawal Policy and are deemed eligible for a refund as per **Withdrawal / Termination from Programme 1a.**, 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 SRA.
2. Refund timeframes and refund criteria will be calculated in accordance with the **SRA Refund Calculation Table**. (See Table 1.1)
3. All refunds are made in New Zealand dollars, unless otherwise permitted by Public Trust.
4. 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 8 days from the Offer of Place commencement date (or extension date where approved prior).

5. The student will be entitled to a full refund of total programme fees paid, less 10% or \$500 of the total fees paid (whichever is the lesser).

Refunds of fees when withdrawal occurs after 8 days from the Offer of Place commencement date (or extension date where approved prior).

6. 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);
    - political, civil or natural event that prevents arrival of the student.
  - b. If refund is approved under exceptional circumstances, SRA will at a minimum deduct any fees which have been paid or incurred by SRA including, but not limited to:
    - tuition utilized
    - resource 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.

7. 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.

8. In the event that SRA withdraws an Offer of Place, or is unable to provide the programme, all tuition fees will be refunded.
9. In the unlikely event that SRA:
  - a. ceases to provide a programme as contracted with a student, due to a requirement by an education quality assurance agency OR
  - b. ceases to be a signatory or provider
 Students will be entitled to a full refund of fees for any undelivered tuition/services.
  - c. If SRA 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%.

**Table 1.1**

SRA REFUND CALCULATION TABLE (Domestic Students)					
Programme Length	Programme Length less than 3 months in duration			Programme Length of 3 months duration or more	
	For programmes of two days or less	For programmes of more than two days but under five weeks	For programmes of five weeks or more but less than three months		
<b>Withdrawal period</b>	None	Up to the end of two calendar days of the programme commencing	Up to the end of five calendar days of the programme commencing	Up to the end of the eighth day after the start of the programme	After more than 8 days
<b>Refund Criteria</b>	25% of total fees paid	50% of total fees paid	75% of total fees paid	Full refund, less a deduction of 10% of the fees paid or \$500 whichever is the lesser	No refund
<b>Other</b>	<ul style="list-style-type: none"> <li>• Weeks refers to Calendar weeks</li> <li>• 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.</li> <li>• Where a student withdraws from a programme before fees are paid, the student is responsible for payment of outstanding fees as notified.</li> </ul> <p><b>NO refund will be paid if the student's enrolment is terminated by SRA due to Academic, Attendance – outlined in Withdrawal/Refund Information - 3 bi and bii or Disciplinary non-compliance.</b></p>				

**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 SRA 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.

## G. CONTRACT FOR TUITION

### Samala Robinson Academy 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. Provide a pleasant, safe, healthy and well-equipped learning environment.
4. Provide quality teaching delivered by skilled tutors with appropriate qualifications.
5. Review learning goals and progress to ensure current programmes meet student needs.
6. Provide academic support as required to ensure student needs are met.
7. Keep accurate records of student achievements and report them regularly to the student.
8. Keep accurate records of student attendance.
9. Provide internal guidance and support in academic, personal and welfare matters, or help the student to gain external assistance if requested.
10. Respect the student's rights and privacy and provide in the Programme Handbook and orientation clear guidelines for study and behaviour.
11. Protect the student's personal information in accordance with NZ law, in particular the Privacy and Consumer Guarantee Acts.
12. 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.
2. Notify Samala Robinson Academy immediately if contact details change in any way.
3. Respect the institutes premises, equipment and resources.
4. Demonstrate commitment to studying and meeting programme requirements. This includes submission of assessments on time, and completion of Self-directed Learning Activities.
5. Accept the right of Samala Robinson Academy to make changes to programmes and timetables as deemed necessary.
6. Discuss your progress and undertake student support provisions as required and needed.
7. Attend classes regularly (at least 90%) and follow Samala Robinson Academy's processes for notifying absences.
8. Actively participate in class.
9. Advise Samala Robinson Academy about any disability or additional needs prior to enrolment and seek advice from Samala Robinson Academy about any serious study or personal problem.
10. Observe the right to treat staff and other students with respect; and work constructively with them to achieve study goals.
11. Become involved in Samala Robinson Academy's extra-curricular activities as suitable.
12. Strive to become an active participant and citizen of Samala Robinson Academy and New Zealand.

## H. DECLARATION

I declare that to the best of my knowledge all the information supplied on, and with, this enrolment form is true and complete.  
I agree to abide by the Conditions of Enrolment described in this enrolment form.  
I agree to abide by the Contract for Tuition.  
I consent to the disclosure of personal information as described in the Conditions of Enrolment.

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_  
Applicant Signature Date

*If applicant is Under 18, a parent or legal guardian is required to support this application by completing the below information:*

\_\_\_\_\_  
Parent/Guardian Name Relationship

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_  
Parent/Legal Guardian Signature Date

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

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_  
SRA Representative Signature Date