

Terms and conditions of enrolment

Student Fees, Charges & Other Debts

1. The training service you, the student, purchase is the right to attend specified courses provided by The Electrical Training Company (Etco). These training service will be provided in full upon formal enrolment.
2. Etco fees and charges for each course have been approved by the Board. In the event of any discrepancy between advised charges advertised whether in brochures, letters or other communication, the Etco current tuition fee within the website at the time of enrolment will prevail.
3. You become liable for all Etco fees and charges when you attend the course. This liability for all fees and charges is not reduced in any way if you do not attend all of the sessions.
4. Examination fees not covered within the course enrolment must be paid directly to the examining body when booking an examination date. Any additional external examination or registration fees, if not paid at the time of enrolment, must be paid by a date specified by Etco. If not paid by the specified date, the responsibility lies with you, the student, to pay such fees directly to the examining body.
5. Attendance (without formal enrolment) at any Etco course will be deemed to be your acceptance of the liability for all fees and charges associated with the course, and you will be invoiced for such fees.
6. Should you fail to pay any invoice(s) by the due date then you shall pay all costs and expenses whatsoever (including legal costs and debt collection agent fees) which may be incurred in the recovery or attempted recovery of the overdue amounts from you. Under these circumstances Etco may give to, or obtain from, any third-party information about your personal or commercial credit arrangements.

Enrolment / Changes to Personal Details

1. Wherever possible, Fee for Service courses shall be available via the Etco public website www.etco.co.nz so students can enrol and pay for their courses online.
2. Your enrolment as a student in any course at Etco remains provisional until you have completed ALL necessary enrolment procedures. These include:
 - Completion of online enrolment in SAMS or receipt by Etco of this enrolment form dated and signed by you, the student;
 - acceptance by Etco of your request for enrolment in the course;
 - payment in full of all fees and charges for the course.
3. Students are required to produce evidence of identity. Etco will withhold the academic results for students who have not provided identification documentation, such as drivers licence or passport, until such time as copies of the relevant documents are received.
4. Etco industry courses require students to provide their EWRB registration number that is valid and not expired for the full duration of the course. If they do not have this, then they would need to contact EWRB to apply for this
5. Acceptance of your request to enrol will not be given if you still owe course fees and charges from a previous enrolment.
6. Etco reserves the right to decline a request for admission & enrolment.
7. Upon payment of the fees and charges for enrolment in a course, an official Tax Invoice/Receipt can be requested.

Changes to Enrolments

1. If you wish to change your course, you must request in writing to Training Admin.
2. Any difference in tuition fees may have an administration charge applied to each change.

Withdrawal from Courses

1. Last Withdrawal Date - requires formal written notice of withdrawal from a course of study at Etco, and must be emailed by the student no later than:
 - seven days before the beginning of the course, or.
 - For NZQA accredited courses over 40 hours, seven days from the start date of the course
 2. The effective date of withdrawal will be the date which Etco receives written advice.
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Refund of Fees and Charges

1. Any request for refund of fees and charges associated with withdrawal from a course as specified in Withdrawal from Courses above and the Course Withdrawal & Refund Policy (available on request), and must be made in writing on or before the nominated Last Withdrawal Date (see Withdrawal from Courses section above).
 2. External examination fees will be refunded in full if a withdrawal is advised before the specified payment date. Application for refund of examination fees after that date must be made directly to the appropriate examining body.
 3. Approved refunds will be direct credited to the party making the original payment, within six weeks of receipt of the complete refund application, or where supplied, to an approved bank account.
 4. A formal withdrawal after the Last Withdrawal Date will not be eligible for a refund of the Etco fees and charges except in the case of a compassionate withdrawal.
 5. Withdrawals received prior to seven calendar days of the course start date will result in a cancellation charge of \$50.
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Alteration or Cancellation of Courses

1. Etco reserves the right to cancel any course before the commencement date – fees and charges paid will be refunded in full to the person or organisation which paid originally or may be transferred with the agreement of the original payee and used as payment towards another course.
 2. Etco reserves the right to alter delivery dates/times of a course. Where days, dates or times are altered, Etco undertakes to attempt to contact all enrolled students either at their stated email address or contact number to inform them of such changes.
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Confidentiality Agreement

On receipt of an application for study, or completion of enrolment, students are issued with a unique identifier (student ID number). Signing your Admission & Enrolment form is evidence that you are confirming that:

- the evidence of identity belongs to you;
 - you authorise the use of your unique identifier for admission and enrolment purposes;
 - you accept responsibility for all uses of your unique identifier;
 - you agree not to provide your unique identifier or password to other people.
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Contact Details

Students are required to ensure that Etco has their current contact information at all times.

Prior to completing enrolment Etco will use your personal email address as the main point of contact. Once enrolment is complete, if you need to change your email or postal address details it should be done online via the SAMS Portal or notifying Training Administration.

Once you are fully enrolled all contact will be through your personal email account, SAMS portal and the LMS portal. It is a condition of your enrolment, that all students read information provided on their email / student portal at least once per week (you are strongly advised to check your email daily). This requirement is for your protection and will ensure that you are up to date with all requirements and information from Etco.

Privacy of Personal Information

Etco collects and stores information about students to comply with various statutes and/or regulations, to enable us to make decisions regarding your academic progress, and to provide you with evidence of your academic achievements.

Where it is relevant, personal information may be disclosed to other agencies such as but not limited to: Ministry of Education, Audit New Zealand, New Zealand Qualifications Authority, Industry Training Organisations, industry licensing and registration bodies, other tertiary institutions and employers or host companies.

Upon failure to comply with attendance requirements, a student information may also be provided to the employer or host company. When required by law, we will release information as directed.

For students who wish for their parents to have access their progress or any personal information, e.g. class timetables, the student must give written consent, followed by Etco contacting student to get verbal consent to authorise Etco disclosing their information.

Students have the right to request to see and correct if necessary, the information Etco has provided. If you wish to enquire about personal information held by Etco please contact the Regional Manager in the first instance. You will be required to provide some form of valid ID such as a driver's licence or passport if you wish to access your personal information.
