

# Rockschool NZ Enrolment Policy

*Policy updated 6 September 2024*

## 1. Introduction

We at the AMEB Federal Office work hard to ensure that every Rockscool exam provides a positive experience for all our candidates across New Zealand.

We acknowledge that sometimes unexpected circumstances can occur, and plans can change, affecting candidates' ability to present for their enrolled exams.

This enrolment policy exists to provide an indication of the flexibilities that may be available, coupled with the responsibilities expected of candidates and enrollers.

All dollar values referred to in this policy are in New Zealand dollars (NZD).

## 2. Responsibilities of Enrollers and their Candidates

In order to make the most of the exam experience and minimise enrolment issues, Rockscool NZ asks that enrollers and candidates note the below.

### 2.1 Scheduling requests

- Enrollers can specify preferences for when each candidate is scheduled (e.g. weekend/weekday, schedule with sibling), as well as specific dates to avoid (including compulsory school activities or events, days of religious or cultural significance, or regular extracurricular activities). These requests should be made when enrolling on the Optional Requests page.
- While every effort will be made to accommodate such requests, Rockscool NZ cannot guarantee that examiners and venues will be available on all days of each session. Enrollers and candidates should note that exams may be scheduled on any day within the advertised exam session, including weekdays and weekends, and may be scheduled at any time of the day between 8.30am-7pm.
- Rockscool NZ will make every effort to schedule an exam time within the advertised session dates. Where factors beyond our control prevent this, we will make every effort to provide an appropriate alternative, which may include but is not limited to: Video exam; transfer to a later session; or scheduling an exam time outside of the session dates. It will always be our preference that a suitable arrangement can be found so the candidate may achieve their exam goals, but in the event that no solution can be found, a full refund will be available to the candidate.

### 2.2 Special consideration

- Enrollers have the option to request special consideration on behalf of their candidates at enrolment, and to add supporting documentation, on the Optional Requests page in SCORE. This must be done at enrolment or as soon as practicable after enrolling.

- More information about applying for Special Consideration can be found in the [Reasonable Adjustments and Special Considerations Policy](#).

### 2.3 Conflicts of Interest

- Enrollers should note any potential conflicts of interest with Rockscool examiners for their candidates when enrolling on the Optional Requests page. This includes where the candidate is taught by an examiner or has an existing personal relationship with an examiner (e.g. family member).

### 2.4 Candidate and exam details

- Enrollers should make every effort to ensure candidates' details and enrolled exams are correct at the time of enrolment. This includes:
  - Candidate full name
  - The location of exam
  - The exam syllabus, grade, and exam option (e.g. Grade Exam/Performance Certificate)
  - Instrument preference (e.g. Left/Right hand Drums).

## 3 Changes to exam details

Enrollers should contact Rockscool NZ as soon as possible if any errors are found in an existing enrolment.

### 3.1 Where changes to an enrolment are needed:

- Prior to the enrolment deadline, enrollers can make amendments through their account in [SCORE](#).
- After the closing date, any changes will incur an administration fee of \$25.
- Where an error in enrolment is discovered during the exam, the report will be withheld until payment of the applicable fee is made.

## 4 Exam withdrawals

Scheduling exam sessions is a complex process. Because of this, once exam times are confirmed, there are some parts of the process that are inflexible.

Below is an outline of the options for change-of-mind exam withdrawals and relevant fees based on when the request is made.

### 4.1 Before session enrolments close:

- Full refund upon request.

### 4.2 After enrolment close date, but before scheduling:

- Refund of the exam fee upon request, less a \$25 admin fee.

- 4.3 After enrolments have been scheduled, and more than five business days before the exam:
- 50% of the exam fee will be refunded upon request.
  - While adjustments to the exam schedule may still be possible, at this stage in the process some costs are fixed and will still be incurred by Rockscool NZ.
- 4.4 Five business days (or fewer) prior to the exam:
- No refund provided.
  - This close to the exam itself means that costs such as venue hire, examiner and supervisor fees will be fully incurred by Rockscool NZ.
- 4.5 We will consider extenuating circumstances, such as illness, injury, or bereavement on application. If this applies, the enroller should contact Rockscool NZ via phone or email as soon as possible after the circumstances are known.
- 4.6 All refund requests should be made in writing, either via the enroller's SCORE account as a refund request, or via email to [contact@rockscoolnz.co.nz](mailto:contact@rockscoolnz.co.nz).

## 5 Exam transfers

Transfers of exams may occur either within the exam session, or to a future session within the same calendar year.

We will endeavour to accommodate all transfer requests; however, this is always subject to the availability of venues, examiners and other factors. In all cases, transfer fees will be charged only if the request to change the exam can be accommodated.

If transferring to a future session, that session must be nominated at the time of request. All transfers must be completed within a calendar year – enrolments cannot be transferred into the following calendar year. If, at the end of a calendar year, the exam has not been transferred all exam fees are forfeited.

Please note that exams vary in length. A transfer of enrolment may necessitate a change to the exam day due to it no longer fitting within the allocated time. In this instance, the below transfer fees will be applicable.

Changes to exam times will not be considered on the day of exams. Exam day changes will likely impact others on the day, which can adversely affect their exam performance, and venues and examining staff have confirmed end times for exam days which cannot be extended with short notice.

Transfer Fees:

- 5.2 Before session enrolments close:
- No fee payable.

- 5.3 Before the exam has been scheduled but after enrolment close date:
- An admin fee of \$25 is payable.
  - The payment must be completed before the exam will be transferred.
- 5.4 After the exam has been scheduled and more than five business days before exam:
- A transfer fee of 50% of the exam fee is payable.
  - The payment must be completed before the exam will be transferred.
- 5.5 Five business days (or fewer) prior to exam:
- A transfer fee of 75% of the exam fee is payable.
  - The payment must be completed before the exam will be transferred.

## 6 Late enrolments

Enrolment closing dates for exam sessions are set to ensure we can schedule all exams to be undertaken across various locations and enable us to provide an appropriate notice period for all candidates. It is the responsibility of enrollers and candidates to ensure they are aware of, and meet, enrolment deadlines.

In some instances, we may still be able to accept late enrolments, so we encourage you to get in touch even if you have missed the closing date.

Rockschool NZ will publish all exam session dates and enrolment deadlines on the [Dates & Fees page](#) of the Rockscool NZ site by the beginning of the calendar year for the year ahead. Enrolment deadline reminders will be sent via eNews throughout the year.

Late enrolments may be accepted at the discretion of Rockscool NZ and will incur a \$25 administration fee in addition to the exam fee. This fee will automatically be applied when enrolling late through SCORE, or manually applied in the case of manual enrolments.

## 7 Appeals & Complaints

For more information on lodging an appeal on exam results, or making a complaint, please refer to the relevant policies on the [Rockscool NZ Policies page](#).