

March 16th 2020

Dear partner,

Greetings from CCEL New Zealand.

This weekend, the New Zealand government announced new requirements for people arriving into New Zealand.

What has changed:

- From 1am NZST on 16/03/2020, **all people arrivingⁱ into New Zealand are required to self-isolate for 14 days.**
- All people arriving into New Zealand **are also asked to register with the Ministry of Health** via [Healthline](#) 0800 358 5453 or +64 9 358 5453.
- NZ Government information on self-isolation is available [here](#).
- The requirement to self-isolate is temporary and will be reviewed by the New Zealand government regularly.

What this means for incoming CCEL students:

- Students who arrive in New Zealand after 1am NZST on 16/03/2020 are required to self-isolate and contact *Healthline*. **This means they should not come to the CCEL campus on their first day.** They should contact us (see contact information below).
- If they are booked to stay in CCEL-organised accommodation (homestay, university residence or Empire Apartments), **this accommodation booking will be deferred until after the self-isolation period is complete.** CCEL cannot provide or arrange accommodation for self-isolation. However, please see below for a list of accommodation providers who may accept people in self-isolation in both Christchurchⁱⁱ and Aucklandⁱⁱⁱ.
- During self-isolation, **students can begin their English studies via our eLearning programme** (powered by Canvas™). Through eLearning, students will be able to
 - Have daily real-time contact with CCEL support staff
 - complete their orientation process
 - begin their English studies
 - have up-to-date information regarding health and well-being.
- It is important to note that **self-isolation does not mean students are locked in a room.** The NZ government has [practical information](#) on what self-isolation involves.
- If a student is unable to self-isolate when they arrive in New Zealand, we recommend they delay their course. Remember the requirement to self-isolate is temporary and will be reviewed by the New Zealand government regularly **Students can delay their booking without penalty.** If their booking includes accommodation and their delay means their course will begin in or continue into 2021, there may be a small increase in accommodation weekly fees which the student can be invoiced for on arrival.

- If a student is unable to self-isolate and unable to delay their course, they can cancel their course. For courses due to begin during the time period in which the New Zealand government requires people arriving into New Zealand to self-isolate for 14 days (currently from 16/03/20 until further notice), if a student cancels their course, all fees will be refunded.

What this means for current CCEL students:

- The health and wellbeing of our students remains our top priority.
- We are monitoring the situation closely and we are following the advice and direction of the New Zealand government.
- We are providing regular updates to staff and students both face-to-face on campus and via announcements in our eLearning system (Canvas™).
- We ask that staff and students continue to use good hygiene practices: washing hands regularly with soap for at least 20 seconds, covering coughs and sneezes with tissues, using hand sanitizer.
- We ask that staff and students who feel unwell stay at home. If they have symptoms associated with COVID-19 (cough, fever, and shortness of breath) they should contact *Healthline* on [0800 358 5453](tel:08003585453).

If you would like further information:

- We understand that this is a difficult time for you and your students. Our staff are here to help you in any way they can.
- For general enquiries, please contact us at study@ccel.co.nz Ph: +64-3-343 3790 (CCEL Christchurch) or 64-9-379 8710 (CCEL Auckland).
- For students from Japan, Korea, Europe and the Rest of the World, please contact **Mel Whyte** (mel.whyte@ccel.co.nz, Ph: +64-3-343 3790, Mob: +6421791411)
- For students from China and Taiwan, Thailand, Vietnam or Indonesia, please contact **Helen Bu** (helen.bu@ccel.co.nz, Ph: +64-3-343 3790, Mob: +64 21780930, WeChat helen_bu82)
- For students from Central and South America, from Saudi Arabia or for Group Programmes, please contact **Mauro Ramirez** (mauro.ramirez@ccel.co.nz) Ph: +64-3-343 3790, Mob: +64 21 02774161 (What's App)
- For students from French Polynesia, please contact **Paul O'Farrell** (paul.ofarrell@ccel.co.nz +64-9-379 8710, Mob: +64 21 530998)

ⁱ Except for those visitors from [Category 2 countries](#) – Pacific Islands and territories.

ⁱⁱ Christchurch accommodation providers accepting people for self-isolation: [Airways Motel](#), [Achilles Motel](#) and [Apartments 118](#)

ⁱⁱⁱ Auckland accommodation providers accepting people for self-isolation: [Auckland Airport Hotel](#), [Auckland Newmarket Motel](#) and [Auckland City Lodge](#).