

Fee Collection and Refunds Policy for International students

By accepting a place in a programme at Aoraki Polytechnic, a student enters into a contract with Aoraki Polytechnic for the period of the programme. This means there is an obligation to pay the fee for one year or the length of the programme if less than one year.

- All students accepted into a programme of study will be sent an Offer of Place.
 - All students accepted into a programme of study will be sent an Enrolment form which must be signed and returned to Aoraki.
 - If fees have not been paid by the due date, the debt recovery process will begin.
 - Calculation of International tuition fees will be approved by Aoraki Council annually.
1. Students who arrive and want to leave Aoraki within the first 10% of the course duration will be charged 30% of their programme costs plus any commission payment made to an agent. In such cases the fee will be 30% plus 15 -20% agent fee depending on the programme. Immigration New Zealand will be notified immediately. A student may enrol in another programme approved by INZ or they will be required to return home.

The refund will be paid to the student on return to his/her own country and on receipt by Aoraki of evidence that he/she has stopped studying in New Zealand. Students must provide documentation to show that they have cancelled their student permits and that they have returned home. Refunds will be paid in New Zealand dollars, with proof of identification, to a nominated bank account, in their home country. Immigration New Zealand will be notified that the student has returned home and that they have terminated their studies.

No refunds will be given after 10% of the course has been completed. An exception will be made for students studying English who achieve an IELTS of 6.0 or required English level through mainstream study at Aoraki and may have a refund granted for any additional English courses/blocks not yet commenced, less a 30% administration charge.

2. If a student withdraws (i.e. stop attending class) from any Aoraki programme, they must notify Aoraki in writing as quickly as possible, but no later than three months after their last date of attendance, by completing a Withdrawal form which is available from Registry.
3. Students will receive a full refund if Aoraki cancels a course or if the student is unable to obtain a student permit or visa.
4. If a student wishes to withdraw their application before arrival a refund of 70% of tuition fees paid will be given (30% is retained for administrative purposes). The refund will be paid to the student on return to his/her own country and on receipt by Aoraki of evidence that he/she has stopped studying in New Zealand. Students must provide documentation to show that they have cancelled their student permits and

that they have returned home. Refunds will be paid in New Zealand dollars, with proof of identification, to a nominated bank account, in their home country. Immigration New Zealand will be notified that the student has returned home and that they have terminated their studies.

5. In cases of medical or compassionate or other special circumstances, a student must apply for a refund within 3 months of the last recorded day of attendance of a programme and, the Head of School has authorisation to recommend to the Finance Manager approval of a refund, supported by appropriate documentation (e.g. medical certificate). As this action has a direct impact on revenue any request for refund of fees must be approved by the Head of School, the Finance Manager and International Manager.
6. If it is known that the student's fee has been paid by a recognised third party, any refund will be paid back to that third party and not the student, unless the student produces a written authority from the third party authorising payment direct.
7. Students who have had their living expenses paid to Aoraki will be refunded their living expenses after completing relevant documentation and providing identification. If it is known that the living expenses have been paid by a recognised third party, any refund will be paid back to that third party and not the student, unless the student produces a written authority from the third party authorising payment direct.
8. An International Student who gains New Zealand Permanent Residency will not receive a refund of fees for the semester in which residency is granted. However, if they are in a semester- based programme, they will be treated as a New Zealand Permanent Resident for the following semester and entitled to a refund of fees beyond those of a New Zealand resident less a 30% administration charge.
9. There will be no administration fee if students are transferring to another programme or course within Aoraki.
10. The home stay placement fees, airport shuttle fee and E-visa administration fees are non-refundable.
11. Immigration New Zealand will be informed of all refunds which affect the status of a student permit or visa.

Note: *The Polytechnic reserves the right to vary these conditions to meet exceptional circumstances. The Polytechnic also reserves the right to cancel programmes and accepts no liability for personal expenses incurred by students, provided two weeks notice is given of such cancellation.*