



Aidanfield Christian School

Board of Trustees

International Students

Refund Policy

Outcome 20, Process 81

This policy is based on Section 4B(7) of the New Zealand Education Amendment Act 1991 and Outcome 10 Process 7 of The Education (Pastoral Care of Tertiary and International Learners) Code of Practice, 2021.

Aidanfield Christian School has established the following policy for tuition refunds: Either party may terminate the tuition agreement at any time by giving the other party one month written notice. The following clauses guide refund of fees paid.

The school should respond with transparency, consistency, be fair and reasonable and make each decision on its own merit.

A request for a refund should provide the following information to the school:

- The name of the student
- The circumstances of the request
- The amount of refund requested
- The name of the person requesting the refund
- The name of the person who paid the fees
- The bank account details to receive any eligible refund, including bank address and swift code where relevant
- Any relevant supporting documentation such as receipts or invoices

Grounds for termination by the school include but are not limited to, non-payment of fees, inappropriate behaviour, ongoing lack of application to study.

1. Tuition of eleven weeks or longer - on termination by the student (individual students only):

- a) Within 20 school days of the tuition period commencing the student is entitled to a refund of 50% of the tuition fee paid.
After the first 20 school days of the tuition period no refund of the tuition fee will be made.
- b) Termination prior to the commencement of tuition - where the student cancels their acceptance of place for any reason prior to the commencement of study at Aidanfield Christian School, the refund will be the full fee paid less the non-refundable components of the fee as listed below.

2. Tuition of ten weeks or less – on termination by the student for Individual and Group Students

- a) Once tuition has commenced, no refund of tuition fee shall be made.
- b) Termination prior to the commencement of tuition at Aidanfield Christian School - where the student cancels their acceptance of place for any reason other than where they have failed to obtain an appropriate visa and have provided evidence of this, there will be no refund of tuition fees or other relevant non-refundable fees.



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Requests for a refund for failure to obtain a study visa

If an international student fails to obtain an appropriate visa, a refund of international student tuition fees will be provided less any enrolment fee that has been paid. Evidence must be provided to the school of Immigration New Zealand declining to grant a visa.

Requests for a refund for enrolment of one term or less:

Where a student is enrolled for one term or less and withdraws early, either before or after the start date of enrolment, other than where they have failed to obtain an appropriate visa and have provided evidence of this, there will be no refund of tuition fees or other relevant non-refundable fees.

Where the school terminates the enrolment of a student enrolled for one term or less, there will be no refund of tuition fees, or other relevant non-refundable fees.

Requests for a refund for voluntary withdrawal (Enrolments of more than one term):

If an international student voluntarily withdraws, whether before or after the start date of their enrolment, other than where they have failed to obtain an appropriate visa and have provided evidence of this, a refund will be provided less a minimum of ten weeks tuition fees and other any relevant non-refundable fees as outlined in this policy. The minimum ten week notice period will begin the day after the date on which the school receives written notice of the student's intention to withdraw.

Requests for a refund where the school fails to provide a course, ceases as a signatory, or ceases to be a provider:

If the school fails to provide the agreed course of education or is no longer a signatory to the Code or no longer operates as an international education provider, the school will negotiate with the student or their family to either:

- Refund the unused portion of international student tuition fees or other fees paid for services not delivered, or
- Transfer the amount of any eligible refund to another provider, or
- Make other arrangements agreed to by the student or their family and the school.

Other circumstances where a refund request may be considered:

Where a student's enrolment is ended by the school

In the event a student's enrolment is ended by the school for a breach of the Contract of Enrolment, the school will consider a request for a refund less:

- Any non-refundable fees set out in this policy
- A minimum of ten weeks tuition fees from the date of termination
- Any other reasonable costs that the school has incurred in ending the student's enrolment

Where a student changes to a domestic student during the period of enrolment

If an international student changes to a domestic student after the start date of their enrolment, reasonable written notice of the change is required by the school. A refund will be provided less a minimum of ten weeks tuition fee and other any relevant non-refundable fees as outlined in this policy. The ten weeks will begin the day after the school receives written evidence of the student's domestic student status.



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To become a domestic student at Aidanfield Christian Schools, the family must apply for a domestic place using the school's domestic application process. There is no assurance nor guarantee that an international student will be offered a domestic student place at Aidanfield. The Special Character and zone requirements will impact on any application as for any domestic enrolment application.

Where a student voluntarily requests to transfer to another signatory

If an international student requests to transfer to another signatory after the start date of their enrolment, reasonable written notice of the transfer is required by the school. A refund will be provided less a minimum of ten weeks tuition fee and any other relevant non-refundable fees as outlined in this policy. The ten weeks will begin the day after the school receives written notice of the student's intended withdrawal.

Requests for a refund of fees unused at the end of enrolment

Except by written request from parents, prepaid fees unused at the end of enrolment amounting to less than NZD\$500.00 will be refunded to the Student in cash. Sums of NZD\$500.00 or greater will be refunded into a nominated bank account.

Outstanding activity fees or other fees

Any activity or other fees incurred by the student during enrolment and owed to the school at the time of withdrawal, will be deducted from any eligible refund.

Rights of families after a decision regarding a refund has been made by the School

A decision by the School relating to a request for a refund of international student fees will be provided to the Student or family in writing and will set out the following information:

- a) Factors considered when making the refund decision
- b) The total amount to be refunded
- c) Details of non-refundable fees

The Student and their family has the right to take a grievance to the Code Administrator or Disputes Resolution Scheme in the event they are dissatisfied with a refund decision made by the School.

Non-Refundable Fees

The school is unable to refund some fees. The following fees relate to expenses that the school may have paid or will incur as a result of receiving an application for enrolment and cannot be refunded:

Enrolment/administration Fee: These fees meet the cost of processing an international student application. EnrolmentAdministration fees exist whether an application is accepted or not or whether a student remains enrolled after an application is accepted.

Insurance: Once insurance is purchased, the school is unable to refund insurance premiums paid on behalf of a student. Students and families may apply directly to an insurance company for a refund of premiums paid.

Homestay Placement Fee: Homestay placement fees meet the cost of processing a request for homestay accommodation by the student. Costs incurred for arranging homestay



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accommodation for international students before the refund request cannot be refunded.

Used Homestay Fees: Homestay fees paid for time the student has already spent in a homestay cannot be refunded. Used homestay fees may also include a notice period of two weeks.

Portion of Unused Tuition Fees: The school may retain a portion of unused tuition fees. Amounts retained will relate to costs that have been incurred or committed by the school and may vary.

Board Chair Sign:

Adopted On:

March 2024

Date of Review:

March 2025