



School Policies (Auckland Campus)

Fee Protection Policy

Aspiring Language Institute follows NZQA's fee protection policy and uses a trust account scheme with a company approved by NZQA.

Refund and Cancellation Policy

A: Before the course commencement date:

Students who cancel their course before its commencement date will be refunded the tuition fee in full.

The application fee and accommodation administration fee will not be refunded.

If the school has already organised the insurance for the student, the insurance fee is also not refundable.

B: After the course commencement date:

1. For courses not longer than five weeks, 50% of the tuition fees can be refunded to a student cancelling his or her course no later than two (2) days after the course starts. Tuition fees cannot be refunded after this date. The cancellation notice must be in writing.
2. For courses longer than five weeks but not longer than twelve weeks, 75% tuition fees can be refunded to a student cancelling his or her course no later than five (5) days after the course starts. Tuition fees cannot be refunded after this date. The cancellation notice must be in writing.
3. For courses longer than twelve weeks, full less a deduction for cost incurred by the school minus a maximum of 25% of the fee total paid can be refunded to a student cancelling his or her course within the first ten (10) working days of their course. Tuition fees cannot be refunded after this date. The cancellation notice must be in writing.
4. If, for the same reason, the school has to cancel the course before the commencement date, we will refund in full the fees paid. If the course cancelled after its commencement date, we will refund pro rata for the weeks not delivered.
5. Where payment is received from an overseas study agency, we will pay tuition refund to that agency. Any such agency is considered to be the student's representative, retailing our school services.
6. Transfer of tuition entitlements between students is specifically prohibited.
7. Refunds or enrolment extensions will not be given to students:
 - taking a holiday during their course, unless approved by the Institute
 - arriving later than the course start date, unless approved by the Institute
 - leaving the Institute before the course is finished, unless approved by the Institute
8. Students enrolled for 6 months or more may have up to 2 subsequent weeks holiday during the course, with the dates of holiday agreed on at the time of enrolment. Changes to these dates can be made at the Institute's discretion. If the planned holidays are not taken, the course will be shortened accordingly.
9. Homestay dates are from Saturday to Saturday, or Sunday to Sunday. If you are staying longer than specified above, please contact us to arrange the additional payment. Homestay fees will be refunded if you move to a private accommodation, if you give us at least one week's notice about the move.
10. The Institute will not be held responsible for any sickness, damage, injury or loss incurred at the Institute, at the accommodation organised by the Institute, or at any activity or trip organised by the Institute. It is the student's responsibility to have adequate insurance to cover medical expenses, repatriation and loss of school fees if the student needs to shorten the enrolment (or cancel the course) as a result of any such event described above.
11. The Institute reserves the right to amend fees and conditions at any time.

Attendance Policy

It is the New Zealand Government's requirement that all foreign students who enrol at a school or university in New Zealand must attend 100% of their classes. Students who are frequently absent from school will receive a series of warnings. If their attendance does not improve, they will be referred to the Immigration New Zealand and their visa or permit may be revoked. School fees will not be refunded.

CODE (Code of Practice for the Pastoral Care of International Students)

Aspiring Language Institute has agreed to observe and be bound by the Code of Practice for the Pastoral Care of International Students. Copies of the Code are available from the New Zealand Ministry of Education website at

www.minedu.govt.nz/international.

IMMIGRATION

Full details of immigration requirements, advice on rights to employment in New Zealand while studying, and reporting requirements are available from Immigration New Zealand, and can be viewed on their website at

www.immigration.govt.nz.

ELIGIBILITY FOR HEALTH SERVICES

Most international students are not entitled to publicly funded health services while in New Zealand. If you receive medical treatment during your visit, you may be liable for the full costs of that treatment. Full details on entitlements to publicly funded health services are available through the Ministry of Health, and can be viewed on their website at

www.moh.govt.nz.

ACCIDENT INSURANCE

The Accident Compensation Corporation provides accident insurance for all New Zealand citizens, residents, and temporary visitors to New Zealand, but you may still be liable for all other medical and related costs. Further information can be viewed on the ACC website at www.acc.co.nz.

MEDICAL AND TRAVEL INSURANCE

International students (including group students) must have appropriate and current medical and travel insurance while in New Zealand.