



# Avonside Girls' High School

## International Student Fees 2021/2022

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### 2021/2022 Fees and Refund Policy

#### TUITION

#### \$NZD

• Full Year	\$15,000.00
• Term One (11 weeks)	\$ 4125.00
• Term Two (10 weeks)	\$ 3750.00
• Term Three (10 weeks)	\$ 3750.00
• Term Four (9 weeks)	\$ 3375.00
• Administration Fee	\$ 500.00

These fees cover:

- All class tuition
- E.S.O.L courses (English for Speakers of other Languages)
- Text books and school magazine
- Class trips required for the curriculum
- Government levies and taxes at 15%

#### HOMESTAY

- The Homestay fee which includes all meals, laundry and monitoring of homestay is \$280.00 per week - inclusive of \$10.00 per week service fee.

#### ADDITIONAL FEES:

##### COURSE EXPENSES

These will vary according to the individual programme chosen by the student and are not covered by the standard tuition fee. They are subject to change. They may include materials and equipment for Art, Technology classes – Food, Fabrics, Hard Material, Graphics, and Outdoor Education etc. The fee does not include stationery, photographs, fees for social activities, private music tuition, private language qualification TOFEL, IELTS or NZQA fees

#### FULL YEAR INSURANCE

approx. \$580.00

#### NZQA EXAMINATION FEES - (Years 11-13) – if applicable

\$383.30

All Scholarship subjects (additional to NQF fees) per subject \$102.20 further information can be found on [www.nzqa.govt.nz](http://www.nzqa.govt.nz)

#### UNIFORM

Year 9-13 students

approx. \$600.00

Students enrolling for a year or more must purchase their own uniforms.

Hire will be available for students enrolling for 2 terms or less.

\$200.00

## SPORT FEES

These will vary depending on the sport. Uniform fee may also be required - from \$40.00

***These costs are a guideline only and subject to change without notice. Tuition and Home Stay fees are subject to changes in Government Legislation relating to finance or GST.***

## EQUIPMENT

Students must provide their own laptop or similar device for classroom use.

Students must have a New Zealand sim card for their phone. This can be organised on arrival in NZ.

## Refund Policy

### Request for a refund of international student fees

1. The School will consider all requests for a refund of international student fees. Requests should be made in writing to the School as soon as possible after the circumstances leading to a request.
2. A request for a refund should provide the following information to the School:
  - a) The name of the student
  - b) The circumstances of the request
  - c) The amount of refund requested
  - d) The name of the person requesting the refund
  - e) The name of the person who paid the fees
  - f) The bank account details to receive any eligible refund
  - g) Any relevant supporting documentation such as receipts or invoice.

### Non-refundable fees

3. 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:
  - a) **Administration Fee:** Administration fees meet the cost of processing an international student application. Administration fees exist whether an application is accepted or not or whether a student remains enrolled after an application is accepted.
  - b) **Insurance:** Once insurance is purchased, the school is unable to refund insurance premiums paid on behalf of the Student. Students and families may apply directly to an insurance company for a refund of premiums paid.
  - c) **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.
  - d) **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.

### Request for a refund for failure to obtain a study visa

4. If the Student fails to obtain an appropriate study visa, a refund of international student tuition fees will be provided less any Administration Fee that has been paid.

#### **Requests for a refund for voluntary withdrawal from enrolment - Withdrawal prior to enrolment**

5. If the Student voluntarily withdraws prior to the start date of their enrolment, a refund of international student fees will be provided less any relevant non-refundable fees set out in this policy.

#### **Requests for a refund for voluntary withdrawal from enrolment - Withdrawal after enrolment**

6. If the Student withdraws on or after the start date of their enrolment, reasonable written notice of withdrawal is required by the school. Unless otherwise agreed 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.

#### **Requests for a refund where the School fails to provide a course, ceases as a signatory or ceases to be a provider**

7. 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:
  - a) Refund the unused portion of international student tuition fees or other fees paid for services not delivered or
  - b) Transfer the amount of any eligible refund to another provider or
  - c) Make other arrangements agreed to by the student or their family and the school.

#### **Where the Student's enrolment is ended by the School**

In the event the 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:

- a) Any non-refundable fees set out in this policy
- b) Ten weeks tuition fee
- c) Any other reasonable costs that the school has incurred in ending the student's enrolment

#### **Where the Student changes to a domestic student during the period of enrolment**

8. If the Student changes to a domestic student after the start date of their enrolment, reasonable written notice of the change is required by the School. Unless otherwise agreed 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.

#### **Where a student voluntarily requests to transfer to another signatory**

9. If the 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. Unless otherwise agreed 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.

#### **Request for a refund of homestay fees**

10. If for any reason, the Student withdraws after the start date of their enrolment, any unused homestay fees will be refunded, less any relevant non-refundable fees set out in this policy.
11. Where a student moves from a school homestay and requests a refund of any unused homestay fees, these will be refunded less any non-refundable fees set out in this policy.

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

12. 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

13. 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.

### Refunds to be made to the country of receipt

14. Unless otherwise agreed in writing, all eligible refunds of fees of NZD\$1,000.00 or more received from outside of New Zealand will be refunded to a nominated bank account in the source country.

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

15. 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
16. The Student and their family have 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.

### Complaint Procedure

(Schedule Four)

At any stage of this process, you may have representation and support from your parent, guardian or other helpful person.

If you have a complaint, follow these procedures:

1. If possible and you are able to, try to discuss the problem with the homestay parent, teacher or person who is causing the problem.
2. If this does not solve the problem, then -
  - a. For **Educational Problems** - speak to the *Head of Department or Dean*.
  - b. For **Homestay Problems** - speak to the *Homestay Co-ordinator or Director of International Students*.
  - c. For **Fees Problems** - speak to the *Executive Officer and the Director of International Students*.
3. If this does not solve the problem, speak to the *Principal*.
4. If you cannot get any satisfaction, write down your complaint, giving as much information as possible. Say what you have done to try to solve the problem, who you have seen. Your letter should then be given to the Principal's Secretary, who will give it to the Principal, who will investigate your complaint and take any action which may be appropriate.
5. If you are still unhappy, write to -

The Chairperson  
Avonside Girls' High School  
Board of Trustees

Give this letter to the Principal's Secretary who will give it to the Chairperson.

- 6 If you still feel you are not getting a satisfactory solution to your complaint about Avonside Girls' High School breaching the Education (Pastoral Care of International Students) Code of Practice 2016 you can contact the New Zealand Qualifications Authority (NZQA) by phone on 0800 697 296 or email [gadrisk@nzqa.govt.nz](mailto:gadrisk@nzqa.govt.nz)
- 7 If it is a financial or contractual dispute, you can contact iStudent Complaints by phone on 0800 00 6675. More information is available on the iStudent Complaints website:  
<http://www.fairwayresolution.com/istudentcomplaints>

### **Code of Practice for the Pastoral Care of International Students**

New Zealand education providers have an important role in ensuring the well-being of their international students. The Code sets out the minimum standards of advice and care that are expected of education providers for international students. This ensures students coming from other countries to study in New Zealand are well informed, safe and properly cared for.

The New Zealand qualifications Authority (NZQA) is the administrator of the Code on behalf of the New Zealand government. Further information about the Code is on the NZQA website:

<https://www.nzqa.govt.nz/providers-partners/education-code-of-practice/>