

AUT INTERNATIONAL HOUSE CONDITIONS – COURSE

A ‘course’ means the total duration and time you book, pay and have visa coverage for (for example, if you book a General English course + a full-time IELTS course together, this is one course for enrolment):

COURSE CHANGES

AUT International House reserves the right to change or cancel courses, starting dates and fees without prior notice.

COURSE CANCELLATION

- **Cancellation at least 6 working days before the course is due to begin, or if you are not granted a visa to travel to NZ:** a refund of all fees is made except for the registration fee. In the case of Cambridge English exam courses, AUT International House will also withhold repayment for any examination fees that cannot be recovered from Cambridge English.
- **Cancellation made 1-5 working days before the course is due to begin:** AUT International House will retain NZ\$500.00 or 10% of your tuition fees, whichever is the lesser amount. The registration fee is not refundable.
- **Cancellation made during the first week of the course:** if you withdraw from the course within the first week of your course start date, AUT International House will retain NZ\$500.00 or 10% of your tuition fees, whichever is the lesser amount. The registration fee is not refundable.
- **Cancellation made after the first week of the course starting date:** Tuition fees are not refundable for cancellations later than the Friday of the first week of your course.
- **Refund:** If you are entitled to a refund, you must claim the refund within 12 months of the date of cancellation.

COURSE TERMINATION

AUT International House reserves the right to expel students for serious misconduct or for poor attendance. A minimum of 80% attendance is required. No refunds are given if a student is expelled.

TRANSFER OF FEES

Your fees cannot be transferred to any other students or school other than AUT.

FEE PROTECTION GUARANTEE

In the event of the non-delivery of any part of a programme of study, or any service that a student has paid for, AUT University undertakes to refund any tuition fees or non-tuition fees received from international students in relation to the relevant part of that programme of study or service provided.

CODE OF PRACTICE FOR THE PASTORAL CARE OF INTERNATIONAL STUDENTS

AUT International House has agreed to observe and be bound by the Education Pastoral Care of International Students Code of Practice (2016) published by the Ministry of Education. The Code sets out the minimum standards of advice and pastoral care expected of educational providers who work with international students. The Code can be viewed on the New Zealand Ministry of Education website:

www.minedu.govt.nz/goto/international

IMMIGRATION

Student visas are required if you are going to study for more than three calendar months.

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

www.immigration.govt.nz

Information on insurance is also on the website.

MEDICAL AND TRAVEL INSURANCE

International students must have appropriate and current medical insurance while studying in New Zealand

INTERNATIONAL EDUCATION APPEAL AUTHORITY (IEAA)

The IEAA is established to receive and adjudicate on complaints received from International Students and their authorised agents/representatives concerning breaches of the Code. ieaa@justice.govt.nz