

TRAVEL AND HEALTH INSURANCE

Medical and Travel insurance is compulsory for international students studying in New Zealand. This insurance needs to be in place from the time a student leaves their home country to their return home. Students need to pay the amount shown in the tax invoice or provide copied of insurance documents if arranged privately. Pre-existing medical conditions might not be covered by the insurance policy, so these need to be notified to ICA and/or the insurance company.

ACCOMMODATION AND ARRIVAL DETAILS

ICA DOES NOT CURRENTLY ACCEPT STUDENTS BELOW 16 YEARS OF AGE. For students 16 years and over, accommodation is guaranteed by ICA when it is booked. Accommodation arrangements will be made by ICA when a request is received from a student. The travel itinerary (flight details) must be advised in writing to ICA at least 10 working days prior to the course start date. These details may be emailed to our student services team at marketing@ica.ac.nz. The details must be provided after the flight has been booked and confirmed. Should the student prefer a different accommodation than what is offered, it will be the student's responsibility to arrange this.

TERMS AND CONDITIONS OF ENROLMENT

Payment of fees, as indicated on the attached tax invoice, to ICA deemed to be an acceptance of the offer of place and agreement to the terms and conditions of an enrolment contract. Please contact ICA or an authorised agent for a copy of the terms and conditions.

STUDENT PERMITS/VISA

All international students are required to obtain a valid visa to be able to enter New Zealand. It is the responsibility of the student to maintain a valid student permit throughout the duration of study their programme at ICA. ICA does not organise student visas.

Please ensure that a transit visa is held for stop-overs in countries on the way to New Zealand when required. Passengers without the necessary visa may be prevented from continuing their journey.

REFUND AND WITHDRAWAL POLICY

ICA refund policy is in accordance with the Education Act 1989 and amendments as implemented by the New Zealand Qualifications Authority (NZQA) and applied to all international students. The refund of application and enrolment fees, if applicable, is determined by the following:

A. Withdrawal Before Course Commencement

- If the student has received an approval in principle and paid the fees but the visa was subsequently declined by Immigration New Zealand, the student will be entitled for a full refund less NZ\$500 for the administration/registration fee.



- If the student has received an approval in principle, paid the fees and been issued a visa, and decides to withdraw before the commencement of the course, the student is entitled to a refund of 75% of the fees paid.
- For two years study: If the student withdraws before the second year commences, the student is entitled to a refund of 75% of the second year fees paid.

	Evidence Required	Amount of Refund
If the visa is declined	Official decline letter from INZ	Full fees less \$500
Withdrawal before the course starts	A written statement from the student outlining the reason for their changes of circumstances	Full fees less 25%
Withdrawal before the 2 nd year begins		Full fees less 25%

B. Withdrawal from Courses Less than Three Months

- For courses five weeks or less: If the student withdraws within the first two days of the course, the student is entitled to a refund of 50% of the fees paid.
- For courses five weeks or more but less than 3 months: If the student withdraws within the first five days of the course, 75% of the fees paid will be refunded.

	Withdrawal Period	Evidence Required	Amount of Refund
Courses 5 weeks or less	Two days incl. course start date	A written statement from the student outlining the reason for their changes of circumstances.	Full fees less 50%
Courses 5 weeks or more but less than 3 months	Five days incl. course start date		Full fees less 25%

C. Withdrawal from Courses Three Months or More

- If the student withdraws within the first ten working days of the course, the student may be entitled for a refund of 75% of the fees paid for the costs incurred by the college.

Withdrawal Period	Evidence Required	Amount of Refund
Ten days incl. course start date	A written statement from the student outlining the reason for their changes of circumstances.	Full fees less 25%

D. Refund Applications on Eleventh Day or Later:

- The management will make no refund in the following circumstances:
 - The student has been expelled or dismissed from the college;
 - The student wishes to transfer to another school; or
 - The enrolment application is found to be inaccurate in any way and the contract is terminated.

- If the student withdraws on the eleventh day or later, the student will not be eligible for a refund of the fees unless there are exceptional circumstances. This will be at the discretion of the management and will be considered on a case to case basis. The student should provide documentation to support such application. Documentation must be submitted within one month of the last day of attendance.

Student is expelled/dismissed	No Refund
Student wants to transfer to a different provider	
Enrolment/Documents is found to be inaccurate	
Student may be eligible for refund only under exceptional circumstances	

Notes:

- Where a number of days is specified, this includes the first day of the course.
- Where a student is withdrawing, written confirmation from the student or the student's parent/s or guardian (if the student is under 18 years old) must be provided.
- If a student obtained a bank loan for the purpose of studying at ICA, a confirmation that the lender consents to the withdrawal may be required. **Form 6.26**
- Where ICA is aware that a student obtained a bank loan for the purpose of studying at ICA, ICA will endeavour to refund the fees, in accordance with the refund policy, to the relevant lending bank unless otherwise instructed by the bank. **Form 6.27**
- If the student will refund the homestay fees, the student is entitled to either give two weeks' notice or forfeit two weeks of homestay fees. The remainder of the fees will then be refunded to the student.
- Refund applications are considered and a decision may require further information or discussion with a student. A written response will inform the student of the decision not later than four weeks after receipt of the refund application.
- If the decision is made to process the refund, the relevant refund form from Public Trust will be printed out by the management to be filled out and signed by the student. The principal/director will counter-sign the form and submit to the relevant department for final processing within one week of the decision.