

VIET NAM TINH HOA

Supported by NLCS International

Việt Nam Tinh Hoa | Hardship Aid Policy

1. Purpose and Commitment

Việt Nam Tinh Hoa is committed to ensuring that all enrolled students can continue their education without interruption, even during periods of unexpected financial difficulty. We understand that families may face unforeseen events—such as illness, loss of income, natural disasters, or other personal or economic crises—that may temporarily affect their ability to meet tuition obligations.

This Hardship Aid Policy provides a mechanism for families to request short-term, compassionate support while preserving the integrity of the school's financial operations and community ethos.

2. Scope of Support

Support is available in the following forms, depending on the individual circumstances:

- Temporary tuition reduction (partial or full)
- Deferred or extended payment plans
- Referral to external social support organisations, where applicable

This program is intended as a short-term, stop-gap measure. It is not designed to replace long-term financial planning or substitute for formal scholarships.

3. Eligibility Criteria

Applicants must meet the following criteria:

- The child must be a currently enrolled, full-time student at Việt Nam Tinh Hoa.
- The family must be experiencing temporary financial hardship that significantly impacts their ability to pay school fees.
- The hardship must be recent, unforeseen, and beyond the family's control.
- The family must demonstrate a commitment to resolving the hardship and maintaining open communication with the school.

Examples of qualifying situations may include:

- Loss of employment or business failure
- Serious illness or accident affecting a parent or guardian
- Death of a primary income earner
- Family crisis (e.g., separation, domestic challenges)
- Major natural disasters or civil disruptions

4. Application Process

To apply for hardship aid, families must follow the steps below:

1. Request the Hardship Aid Application Form from the Admissions or Finance Office, or via email at admissions@nlcshcmc.edu.vn
2. Submit a completed application, including:
 - A written explanation of the financial hardship
 - Supporting documentation (e.g., medical certificates, termination letters, bank statements, relevant bills)
 - A proposed plan for resuming regular payments (if requesting deferred payment)
3. Attend a confidential meeting with a member of the Hardship Aid Committee if further discussion is needed.
4. Receive a written response within 14 working days of submitting a complete application.

5. Review & Decision-Making

All applications will be reviewed by the Hardship Aid Committee, which may consist of:

- Head of School (or delegate)
- CEO
- Proprietor

Decisions will be based on the documentation provided, the nature and severity of the hardship, the family's historical fee payment record, and the school's financial capacity.

The Committee's decision is final. However, families may reapply if their situation changes.

6. Confidentiality

All applications and supporting materials will be treated with the utmost confidentiality. Only individuals directly involved in processing the application will have access to this information.

7. Terms and Conditions

- Aid is granted on a case-by-case basis and does not set a precedent for future applications.
- Aid is valid for a specified period only and is subject to review and renewal.
- Families who accept aid are expected to meet all revised financial obligations promptly.
- Continued enrolment may be contingent on maintaining transparent and respectful communication with the school throughout the process.

8. Contact for Enquiries

If you would like to discuss your situation in confidence or request an application form, please contact:

Email: admissions@nlcshcmc.edu.vn

Office Hours: Monday–Friday, 8:00 AM – 4:30 PM

9. Policy Review

This policy is reviewed annually by the Board and Senior Leadership Team to ensure continued alignment with the school's values, financial sustainability, and community needs.