

REFUND of Tuition Fees

The University's policy on the refund of tuition fees has been determined in accordance with the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students and with the Education Services for Overseas Students Act (2000) and Regulations (2001). This policy applies to all commencing international students irrespective of who pays the tuition fees.

1 Total Refunds

- 1.1 In the event that an offer of a place is withdrawn or the University is unable to provide the course, all tuition fees paid for the semester are fully refundable, unless the offer was made on the basis of incorrect or incomplete information being supplied by the applicant/student in which case the University reserves the right to retain up to 10% of the fee for one semester.
- 1.2 A student who fails to meet degree/diploma progression rules and who is thus not permitted to re-enrol will be eligible for a refund of fees if paid in advance of notification of exclusion.
- 1.3 A notice of withdrawal due to exceptional circumstances (see 3 below) may be accepted as grounds for a total refund of tuition fees paid for the semester.

2 Partial Refunds

- 2.1 Where a student, after accepting an offer of a place, gives a minimum of four weeks written notice before the commencement of the semester of an inability to undertake the course, all tuition fees paid for the semester are refundable less an administrative fee of up to 10%.
- 2.2 Where a student gives less than four weeks written notice before the commencement of the semester of an inability to undertake the course, all tuition fees paid for the semester are refundable less 50% (including an administrative fee of up to 10%).
- 2.3 Where a student withdraws from a course within the first four teaching weeks of a semester, all tuition fees paid for the semester are refundable less 50% (including an administrative fee of up to 10%).

3 Grounds for Refunds

A notice of withdrawal due to exceptional circumstances, including:

- (i) inability to obtain a student visa;
- (ii) illness or disability;
- (iii) death of the student or a close family member (parent, sibling, spouse or child) or;
- (iv) political, civil or natural event which prevents full payment of fees may be accepted as grounds for either a total or partial refund of fees, subject to the provision of acceptable documentary evidence in support of the application for a refund.

4 Deferral of Studies

Where a student, after accepting an offer of a place, gives written notice before or after the commencement of the course of their intention to defer their place in the course to the next available intake, all tuition fees will be transferred to the next available intake. The "next available intake" may be the following semester, or the following year, depending on the course. A place may be deferred for up to 12 months. If, after receipt of the deferral notice, a student gives written notice that they do not intend to take up their deferred place, all tuition fees paid are refundable less 50%.

5 No Refunds

A student who withdraws or defers from a course for whatever reason beyond the HECS census date (31 March for first semester, 31 August for second semester) shall not be eligible for a refund. Note: This also applies to continuing students.

6 Fees Refunds related to International Students who obtain Permanent Resident Visa Status

- 6.1 An international student who is granted Permanent Resident status in Australia is liable to pay the Higher Education Contribution Scheme (HECS) levy. Permanent Resident status is recognised from the date stamped on the student's passport, not the date on which the application for status is made.
- 6.2 If the student has already paid the tuition fees applying to international students for the semester, a total refund of these fees will be payable to the student if the student has:
 - (i) obtained Permanent Resident status by the census date for that semester; and
 - (ii) satisfied section 41 of the Higher Education Funding Act 1988, that is, has completed a HECS Payment Options Form upon enrolment and by the census date.
- 6.3 If the student obtains Permanent Resident Status after the census date in a semester, the student will be classified as an international student for the remainder of that semester. The student will be liable to pay the tuition fees applying to international students for that semester. From the following semester, the student will be classified as a Permanent Resident and will be liable to pay the HECS contribution in accordance with the HECS Guidelines.

7 Payment of Refunds

- 7.1 Where there is a written agreement between the University and the international student regarding the University's fees refund policy, the terms of that agreement will apply to the payment of refunds.
- 7.2 Refunds will be reimbursed in the same currency as the fees were originally paid in and will normally be made in the student's home country.

8 Appeals Process related to Fees Refund

Any decision made by the University relating to the refund of fees may be the subject of review or appeal to the University Ombudsman pursuant to the University's Statutes and Regulations.

This agreement does not remove the right to take further action under Australia's consumer protection laws.