

International Student Fee Refund Procedure



Contents

Purpose.....	1
Applicable governance instruments.....	1
Procedure	1
1 Commencing students - Tuition fee refunds	1
2 Commencing students - Tuition fee remissions in special circumstances	3
3 Continuing students	3
4 Refunds and packaged offers	4
5 University default	4
6 Appealing refund decisions	5
7 Payment of refunds	5
Related procedures	5
Versions	6

Purpose

This procedure describes the process for refunding tuition fees paid by international students.

Applicable governance instruments

Instrument	Section	Principles
<i>Student Fees Policy</i>	1 Student Fees 3 Refund of fees and remission of debt	1.1-1.3 3.1-3.2
<i>Student Complaints Policy</i>	N/A	All
<i>National Code of Practice for Providers of Education and Training to Overseas Students, 2018 (Cth)</i>	Standard 2: Recruitment of a student Standard 3: Written Agreement	N/A

Procedure

1 Commencing students - Tuition fee refunds

Students who have paid tuition fees and are unable to start their study can request a refund of course tuition fees. In this procedure:

- A 'course' for the English Language Centre (ELC) means the total study period as shown in the Offer of Enrolment and/or the Confirmation of Enrolment (COE)).
- For a packaged offer, each course component of the package is a separate course for refund purposes.

The University will decide whether to refund all or part of paid tuition fees in these circumstances:

- a) If a student does not meet the conditions on their Offer of Enrolment or is unsuccessful in obtaining an Australian visa, a full refund of paid tuition fees will be made.

However:

- if a student has provided incomplete, misleading, or fraudulent documentation the University has the right to refuse an application, withdraw an offer of admission, or cancel admission without refund.
 - if a visa application is refused on the grounds of fraud, provision of incorrect, false, or misleading information, or not having met conditions prescribed by the Department of Home Affairs, no refund will be given.
- b) If a student cancels their place at least 28 days before their course starts and has not yet arrived in Australia, all tuition fees they have paid will be refunded unless otherwise specified in the written agreement or offer letter as a non-refundable deposit, less an administrative amount of 10%.
- c) If a student cancels their place at least 28 days before their course starts and has already arrived in Australia, they must lodge a request to withdraw from their course and be released from the University. Any decision to refund fees will be made after the outcome of those requests. Further information on applying for a release is available in the International Student Transfer Request Procedure.
- d) If a student cancels their place less than 28 days before their course starts or withdraws before the Census Date, the University will refund 50% of the fees paid for the first study period, unless otherwise specified as a non-refundable deposit the written agreement/offer letter.
- e) No paid tuition fees will be refunded if a student:
- provides notice of withdrawal after the first day of an English language course;
 - provides notice of withdrawal after the Census Date for all other courses;
 - has their enrolment cancelled for non-compliance with visa conditions;
 - is not approved for transfer or release from the University.
- f) If a student cancels their place in a course less than 28 days before the start of the course in order to accept a place in another course offered by the University in the same study period, and there is no break between the first and second course, they will be considered a continuing student for refund purposes (refer to Section 3), unless otherwise specified in the written agreement/offer letter.
- g) If a student accepts an offer but before the course starts notifies the University that they intend to defer their place to the next available intake of that course, all paid tuition fees will be transferred to the next available intake.

The 'next available intake' may be the following term, the following semester, or the following year, depending on the course and subject availability. If a student withdraws the deferred acceptance before the Census Date of the deferred course, 50% of the paid tuition fees will be refunded.

- h) No refund of the first semester's tuition fee will be made where a student:

- does not give formal written notice of withdrawal, and/or
 - fails to start the course.
- i) If a student has been given permission to arrive later than the course start date, this refund procedure will still apply to the course start date in the letter of offer.
- j) In respect of Overseas Student Health Cover (OSHC):
- if a student has not yet arrived in Australia and the University arranged the OSHC, a request for refund of the OSHC should be included with the request for tuition fee refund
 - if a student has already arrived in Australia, or the University did not arrange the OSHC, the student should seek a refund directly from the OSHC provider.

2 Commencing students - Tuition fee remissions in special circumstances

The University can, in certain special circumstances, approve remission of a commencing international student's tuition fees.

The University will assess an application:

- from a student who has not yet completed 50 credit points towards their study; who
- completes an application for remission under special circumstances and provides the necessary independent supporting documentation.

To be successful, the application and professional independent supporting documentation will need to demonstrate that the special circumstances were beyond the student's control, that is:

- a situation occurred that a reasonable person would consider was not due to the action or inaction of the student, either directly or indirectly, and
- for which the student was not responsible.

Examples of special circumstances that may result in a remission of tuition fees include:

- a) Medical – where a student's medical condition has changed to such an extent that they are unable to continue studying; or
- b) Family/personal reasons – for example death or severe medical problems within immediate family or unforeseen family financial difficulties, so it is unreasonable to expect a student to continue studying; or
- c) Course-related – where the University changed the arrangements for the unit of a study package and as a result the student was disadvantaged to the extent they were unable to complete the requirements of the study package; or
- d) Employment – where a student's employment status or arrangements changed unexpectedly due to circumstances beyond their control, and they were unable to complete their studies.

The Remission Application Guide and Form are available on the University's website and include further information about the required independent supporting documentation. The University will advise the student of the outcome of their application in writing.

3 Continuing students

A continuing student is defined as a student who has completed 50 credit points during one or more study periods of a degree course. Students who have completed less than 50 credit points will not be

considered a continuing student (even if they have completed one study period of study).

For continuing students, a credit will be applied towards the next available semester and no refund will be possible if:

- there is a change to a continuing student's enrolment, for example the student withdraws from a unit or units;
- a continuing student qualifies for degree admission early from an English language course; or
- there is a financial change, for example the continuing student is awarded a scholarship, bursary, or sibling discount.

Continuing students may request paid tuition fees are transferred to the next available study period if all the following conditions are met:

- the student is studying an English Language Centre Course and the English Language Centre approve the transfer of fees; and
- entry requirements or conditions to commence another course have been met; and
- the next intake or start date of the second course has resulted in the student having to cut short their current course to start the second course on time.

Any transfer of paid tuition fees is at the discretion of the Executive Director, Student Operations or their authorised delegate/delegates.

4 Refunds and packaged offers

The University may offer an international student a packaged offer, where progression to the second and/or subsequent courses is conditional on the successful completion of the earlier course or courses along with any other requirements as described in the written agreement/offer letter.

In a packaged offer, each course component of the package will be assessed as a separate course for refund purposes. A packaged offer may include studies undertaken with another provider which form part of the offer agreement.

Unless otherwise specified in the written agreement/offer letter, paid tuition fees for the second course – less an administrative fee, if applicable, as outlined in section 1– will be refunded if:

- the first course is provided by another provider; and
- if the student withdraws from the second and/or subsequent courses offered by the University.

5 University default

The Australian Government's Tuition Protection Service (TPS) ensures that international students can either receive a refund of their unspent tuition fees or complete their studies in another course, or with another education provider, if the University is unable to fully deliver their course of study.

Students have two options in these circumstances.

- a) The University will refund all paid tuition fees if:
- the course does not start on the agreed starting day; or
 - the course ceases to be provided at any time after it commences but before its completion; or

- the course is not provided in full because a condition has been imposed on the registration of the University of Tasmania on Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS), or the registration has been suspended or cancelled and the student has not withdrawn before the occurrence of any one of these events; or
- the University withdraws the Offer of Enrolment.

In this case, a refund will be paid within the relevant timeframes as set out in national legislation and regulation.

- b) A student may be offered an alternative course at the University at no extra cost to the student. The University will ask the student to sign a document to confirm their acceptance of the place in another course.

6 Appealing refund decisions

Students wishing to appeal decisions on the refund of tuition fees may do so by first writing to the Executive Director, Student Operations.

The University's complaints and appeals processes are available to students and further information about them are published on the University's web site. These processes do not remove the right of students to act under Australia's consumer protection laws and pursue other legal remedies.

7 Payment of refunds

When a decision has been made to refund paid tuition fees, the refund must be paid into the same bank account that was used to pay the tuition fees or deposit.

Refunds paid to overseas bank accounts will have the Australian dollar amount converted into the currency of the country where the bank account is held, or into US dollars if the local currency is not available.

If the refund is being paid to an Australian dollar bank account overseas, this should be indicated on the Request for Refund form to make sure these refund payments are not converted.

If a refund of fees is being paid to an international bank account, a bank fee of up to \$20 Australian dollars may be deducted from the refunded amount. There may also be additional fees charged by the recipient's bank or financial institution.

Additional bank charges imposed by the overseas banking institution and deducted from the refund payment made by the University are beyond the University's control. The University is not responsible for any amounts deducted or exchange rate differences that have occurred during foreign currency exchange.

Related procedures

- *International Student Transfer Request Procedure*
- Cancellation of CoE and Withdrawal from Course Form
- Request for Fees Refund Form
- Remission Application Guide and Form
- *International Student Tuition Fee Procedure*
- *Student Complaints Procedure*

Versions

Version	Approval Authority	Responsible Officer/s	Approval Date
1	Chief Marketing Officer	Executive Director Student Operations	21 Dec 2020

REPLACED