

Refund Guidelines

These guidelines provide further explanation on the following provisions of the policy.

Provision 1: If you do not meet the conditions of your Offer of Enrolment or are unsuccessful in obtaining a visa, a full refund will be made.

Provision 3: If you cancel your place less than 28 days before your course starts or withdraw before the [census date](#), you will be refunded 50% of the tuition fees paid.

Explanatory notes for these Provisions

Provision 1

A refund will only be paid where you do not meet the entry requirements but have made genuine efforts to meet these. For example, if you stop attending English Language classes or have not attempted an examination or submitted a blank exam paper for the condition of meeting the English requirements, a refund will not be considered. Supporting documentation substantiating genuine efforts may be requested. The University also retains the right to refuse a refund application where an applicant has provided false, misleading or fraudulent information or documentation. Where conditions described by the Department of Home Affairs have not been met, no refund will be given.

Provision 3

You will only receive a 50% refund if:

- You cancel your place less than 28 days before your course starts
- You accept an offer but defer commencement to a later date but then choose to cancel the deferred offer regardless of how much advanced warning is given *
- You withdraw from any units before the census date to:
 - transfer to another institution
 - return home
 - other/personal reasons

There will be no refund if there is a change to your enrolment (e.g. you withdraw from a unit/s), or you qualify for degree admission early from your English Language Course, or if there is a financial change (e.g. you are awarded a scholarship, bursary or sibling discount). In these instances a credit will be applied towards the next available semester.

If you withdraw after the first day of an English Language Course, or after the census date for all other courses; or if your enrolment is cancelled for non-compliance with visa conditions, no refund is payable.

If you cancelled your place in a course offered by the University of Tasmania less than 28 days before the start of the course in order to accept another course offered by the University of Tasmania in the same study period, and there is no break between the original course and the new course, you may be considered as a “continuing” student for the purpose of the assessment of refund for the new course.

* Where there are extenuating circumstances for cancelling a deferred offer, the decision to only refund 50% of the deposit can be reviewed but relevant supporting documentation will be required.