

Refund for International Students Policy

Policy Code: FN884

Table of Contents

Purpose	1
Scope	1
Definitions	1
Policy Statement	3
Responsibility	3
Legislative Context	3
Associated Documents	4
Implementation	4

Purpose

This policy is determined in accordance with the Education Services for Overseas Students (ESOS) Act 2000 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 (the National Code 2018).

Scope

This Refund Policy applies to overseas students studying off shore, and to those students who are 'overseas students' as defined in the National Code. This Refund Policy does not apply to Domestic Students.

Definitions

Term	Definition
Administration Fee:	The fee payable to cover costs involved when a student withdraws from a course up to 20 working days after commencement of semester. The Administration Fee is subject to change
Application Fee:	The fee payable, if any, set out in the Student Agreement to make an application to study the Program at the University. The Application Fee is subject to change.
Domestic Student:	Refers to all students who are not overseas fee-paying students.
ESOS Act:	The Education Services for Overseas Students Act 2000 of the Commonwealth of Australia, as amended from time to time.

Term	Definition
Full-time:	The normal amount of study for a particular Program which is approved by the accrediting authority for the Program.
National Code 2018:	The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018, established pursuant to Part 4 of the ESOS Act, as amended from time to time.
Non-Tuition Fees:	Any other additional fees charged by the University that are not included in tuition fees.
Principal Program:	The main course or program of study to be undertaken by a Student where a Student visa has been issued for multiple programs of study. The principal course or program of study would normally be the final course or program of study where the overseas Student arrives in Australia with a student visa that covers multiple programs.
Program:	A Full-time registered course or program offered by the University and registered in accordance with the requirements of the ESOS Act.
Program Fees:	The money received by the University for providing the Program to the Student and includes: <ul style="list-style-type: none"> - tuition fees, - any amount received by the University that must be paid to a registered health benefits organisation on behalf of the Student; and - any other amount the Student has paid, directly or indirectly, to the University in order to undertake the Program
Student:	A Student who is enrolled at the University whether or not they have commenced their studies and includes: <ul style="list-style-type: none"> - 'overseas students' as defined in the National Code and hold student visas as defined by the ESOS Act; - students studying off-shore who do not hold student visas; and - students who are in Australia on a temporary visa, including a temporary protection visa, but does not include Domestic Students.
Specified Person:	- Specified person as defined in the ESOS Act a person (other than the student) as specified in the agreement to receive any refund.
Tuition Fees:	Fees the University receives, directly or indirectly, from: <ul style="list-style-type: none"> (a) an overseas student or intending overseas student; or (b) another person who pays the fees on behalf of an overseas student or intending overseas student;

Term	Definition
	that are directly related to the provision of a program.

Policy Statement

This Refund Policy applies to overseas students studying off shore, and to those students who are 'overseas students' as defined in the National Code. This Refund Policy does not apply to Domestic Students. Domestic Students should refer to the information provided on [Refunds](#) on the [Higher Education Fees](#) website.

Except as provided by law, a refund of Tuition Fees will only be granted in accordance with this Refund Policy.

Each Student acknowledges and agrees to the terms and conditions of the Refund Policy & Procedures on signing the University Student Agreement.

The terms and conditions set out in this Refund Policy & Refund Procedures apply equally to commencing and continuing Students unless otherwise specified.

The University reserves the right to amend these terms and conditions at any time to ensure compliance with applicable State and Federal laws and/or to amend the non-refundable Administration Fee.

The University is obliged to inform the Department of Home Affairs of any change of status where a Student who holds a student visa completes his or her program early, transfers to another provider, is excluded on academic grounds and fails to meet his or her visa conditions, defers or suspends his or her study or otherwise changes the expected duration of his or her study.

The funds paid for the Tuition Fees must be cleared at the time that an Application for Refund is made by the Student and all debts to the University must be paid before any refund to the Student can be made.

The University may in its absolute discretion, refund to the Student or specified person, some or all Tuition Fees where it determines that there are extenuating or compassionate circumstances.

This policy, the Student Agreement and the availability of complaints and appeals processes, do not remove the right of Students to take action under Australia's consumer protection laws.

Responsibility

- Centre for University Partnerships
- Student Finance
- Financial Services
- Partner Providers

Legislative Context

- [Education Services for Overseas Students Act 2000 \(The ESOS Act\) \(amended version\)](#)
- [ESOS Regulations 2001](#)
- [Federation University Australia Act 2010](#)
- [The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 \(The National Code 2018\)](#)

Associated Documents

- [Statute 9.1 Fees and Charges](#)
- [Refund for International Students Procedure](#)

Implementation

This Policy will be implemented using the following strategies:

1. An Announcement Notice under '*FedNews*' and through the University Policy - '*Recently Approved Documents*' webpage to alert the University-wide community of the approved Policy.
2. Inclusion on the University's online Policy Library.