



Queensland University of Technology

International Student Refund Policy

Version: 1.0

Date: July 2015

1. OVERVIEW

- 1.1. This policy outlines QUT's principles and guidelines for international student refunds.
- 1.2. This policy complies with the [Education Services for Overseas Students \(ESOS\) Act 2000](#).
- 1.3. In accordance with QUT's [Student Rules](#) international students are required to pay tuition fees. An international student is defined as a student who is not:
 - a citizen of Australia or New Zealand; or
 - an Australian permanent visa holder.

2. REFUNDS

English Language Courses (including Packages)

- 2.1. A student who withdraws from an English language course:
 - before the first day of classes for the teaching period will be charged a cancellation fee of \$5,000 or the total deposit amount paid (whichever is the lower);
 - on or after the first day of classes for the teaching period, will be charged a retention fee of 100% of the tuition fees for that teaching period and a cancellation fee of \$5,000 or the balance of the deposit amount paid (whichever is the lower).

Courses other than English Language Courses

- 2.2. A student who withdraws from any course other than an English language course:
 - before or on the census date of the teaching period will be charged a cancellation fee of \$5,000 or the balance of the deposit amount paid (whichever is the lower);
 - after the census date of the teaching period, will be charged a retention fee of 100% of the tuition fees for that teaching period and a cancellation fee of \$5,000 or the balance of the deposit amount paid (whichever is the lower).

Special Circumstances

- 2.3. A student who withdraws from a course due to a new valid accepted offer to study at QUT in a future teaching period will be exempted from the cancellation fee.
- 2.4. A continuing student who withdraws from a Degree program in the 2nd or later teaching period will be exempted from the cancellation fee.
- 2.5. A student may apply with their refund application to have the cancellation fee reduced to \$500 or 5% of the deposit amount paid (whichever is the lower) if they can provide independent, certified evidence of:
 - a student visa refusal; or
 - unexpected serious illness or other compassionate grounds, such as death in the immediate family; or
 - unexpected political, civil or natural events which would compromise their ability to commence or continue with their study.
- 2.6. A student may apply for [withdrawal without financial penalty](#) for tuition and retention fees by submitting an application in accordance with the instructions contained on the QUT website.

3. OFFER WITHDRAWN BY QUT

- 3.1. If an offer of a place is withdrawn by QUT on the basis of incorrect or incomplete information supplied by the applicant/student, QUT reserves the right to charge a cancellation fee of \$5,000 or the total deposit amount paid (whichever is the lower).

4. SPONSORED STUDENTS

- 4.1. Sponsored students fees are subject to the fee and refund conditions contained in this policy.

- 4.2. QUT will charge sponsors directly for each study period in which the sponsored student is enrolled and for which there is a valid financial guarantee or sponsorship agreement.
- 4.3. The sponsored student will be liable for any tuition fees for which there is no valid financial guarantee or sponsorship agreement or if the sponsor does not pay fees to QUT by the due date. In these circumstances, sponsored students will be subject to the same conditions for non-payment of fees in accordance with clause 7.

5. EXCLUSION

- 5.1. The following conditions will apply to students who are excluded from their course for academic performance or misconduct:
 - If the event that led the exclusion occurred before the census date of the teaching period, the student will be eligible for a full refund of tuition fees for that teaching period and all future teaching periods;
 - If the event that led to the exclusion occurred after census date of the teaching period, the student will be charged a retention fee of 100% of the tuition fees for that teaching period.

6. AUSTRALIAN PERMANENT RESIDENCY

- 6.1. If Australian Permanent Resident status is obtained before the Census date of the teaching period in which the student is enrolled, they will be considered for a Commonwealth Supported Place or full fee paying domestic place in the same course subject to availability of places, course quotas and the fulfilling the requirements stated in clause [14.2](#).
- 6.2. Students must provide original/certified documentary evidence of their Australian Permanent Resident status (visa date stamp in passport) and pay fees up front by the census date for the teaching period. Students who are offered a Commonwealth Supported Place must also complete a Request for Commonwealth Assistance form by the census date of their first teaching period.
- 6.3. If a student fails to successfully complete all necessary requirements detailed in clause 14.2 by the Census date of the teaching period, they will remain an international student liable for international student tuition fees for that teaching period.

7. PROVIDER DEFAULT

- 7.1. In the unlikely event that QUT is unable to deliver a course as offered, the deposit and any other tuition fees paid by student for that course will be refunded in full within 14 days after the agreed starting day of the course or within 14 days after the notification that the course is no longer offered.

8. PAYMENT OF REFUNDS

- 8.1. Requests for tuition fee refunds must be submitted to Student Business Services on the appropriate refund application form together with any relevant supporting documentation.
- 8.2. Refunds are paid in Australian dollars.
- 8.3. Refunds will be made payable to the student and can be paid via:
 - cheque;
 - electronic funds transfer to an Australian bank account
 - telegraphic transfer to an offshore bank account.

Note: Students may request QUT to transfer funds directly to another Australian higher education institution if they are transferring between institutions. In this case, the bank account details for that institution must be completed on the refund application.

- 8.4. Refunds will be paid within 28 days of receipt of a complete refund application with all required supporting documentation.
- 8.5. Students who have paid extra fees may keep the credit balance in their account to offset tuition fees payable for the next teaching period.



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- 8.6. English language students with package offers who meet the English language entry score for their principal course at QUT but who have paid for more English language classes, can have the unused portion of their tuition fees credited towards their principal course.

Sponsored Students

- 8.7. Refunds relating to payments made by sponsors on behalf of sponsored students will be returned to the sponsoring body.

Overseas Student Health Cover

- 8.8. Requests for refunds of Overseas Student Health Cover (OSHC) by onshore students must be made directly to the student's OSHC provider. Offshore students and sponsored students should contact QUT for OSHC refund requests.

9. APPEAL PROCESS

- 9.1. If a student is not satisfied with the outcome of a refund request or cancellation for non-payment of fees, a written appeal can be submitted to the Director, Student Business Services.