

QUT INTERNATIONAL STUDENT FEE AND REFUND POLICY

1. Overview

- 1.1 This policy outlines QUT's principles and guidelines for the payment of international student fees and refunds. The policy complies with the requirements of the Education Services for Overseas Students (ESOS) Act 2000¹, the ESOS National Code of Practice¹, and observes the principles of Universities Australia Code of Practice in the Provision of Education to International Students², and the National English Language Teaching Accreditation Scheme (NEAS)³.
- 1.2 All international students commencing and continuing their enrolment in any teaching period are required to pay tuition fees on a full fee paying basis, including those holding Australian bridging and temporary visas. An international student is defined as a student who does not hold citizenship of Australia or New Zealand, or an Australian Permanent visa.

2. Application Fee

- 2.1 There is an application fee payable on all international applications (F/FR forms). Exceptions include study abroad (SE form) and exchange applications, and those applications received by QUT staff or their delegates at promotional events, exhibitions, seminars and current QUT students. Applications from visiting students (V form) which are submitted by the published due date are not liable for an application fee, however a fee is payable for late lodgement.
- 2.2 The application fee paid will be deducted from the first teaching period's tuition fee when accepting an offer of a place at QUT (under review).
- 2.3 There is a non refundable registration fee for English Language Program applications.

3. Fee Calculation

- 3.1 International tuition fees are set in accordance with QUT Student Rule 24(4), reviewed annually, published in QUT international publications, and on line at the following QUT website address: www.studentservices.qut.edu.au/costs/schedule/table_c.jsp.
- 3.2 International tuition fees are determined at a unit level and normally increase each year. The total amount payable for each teaching periods is the sum of fees for individual units. The exception is study abroad programs, which are charged on a flat rate semester basis. International course fees are published on line at www.studentservices.qut.edu.au/costs/schedule/table_c.jsp.
- 3.3 Transitional arrangements exist for certain students offered prior to 2008 and are charged on a pro rata basis according to the course fees for a standard course load in the applicable year.
- 3.4 International student tuition fees include course tuition fee, laboratory deposits (if applicable), airport reception upon arrival⁴, accommodation service (excluding homestay)⁴, and English language support⁴.
- 3.5 International student tuition fees do not include textbooks, Student Guild fees, Overseas Student Health Cover (OSHC), additional compulsory course costs⁵, computer costs, stationery, photocopying, food, accommodation, transportation, or leisure activities.
- 3.6 The finalisation of the number of credit points in which a student is enrolled takes place at Census date of each teaching period. The teaching periods are listed on the QUT website at: www.studentservices.qut.edu.au/info/calendar/periods.jsp. The Census dates applicable to each teaching period are listed at: www.studentservices.qut.edu.au/info/dates/index.jsp.
- 3.7 If students withdraw from subjects after the Census date of the teaching period in which they are enrolled, they will still be liable to pay the tuition fee for those subjects.
- 3.8 If students enrol in additional credit points they will be required to pay additional tuition fees at the equivalent rate per credit point or the published unit rate.
- 3.9 If students withdraw from units, they will be required to pay tuition fees for the remaining enrolled units at the equivalent rate per credit point or the aggregate of the published unit rates.
- 3.10 If students undertake subjects during a summer program they will be required to pay tuition fees for those subjects at the same credit point rate that would normally be charged or the published unit rate.
- 3.11 If students fail a subject and are required to repeat that subject, they will be charged the full equivalent rate per credit point or the published unit rate for that subject.
- 3.12 If a student withdraws from a double degree, or exits early (graduates) with one of the single degrees, and continues their enrolment in the remaining single degree, the fee payable will be as described in Section 3.2.

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3.13 If students cancel/withdraw from their course for any period and re-enrol in a later session, they must pay the fees as described in Section 3.2.

4. Research Higher Degree Students (PhD, Professional Doctorate and Research Masters)

4.1 Most research students are able to commence their studies at any time in the year. Tuition fees will be adjusted on a monthly pro-rata basis for the first teaching period and any over-payment will be credited to the student's account for the second teaching period.

4.2 If students commence studies in January/February for semester one or July/August for semester two, they will be charged the full semester tuition fee. Teaching periods for research students are January to June and July to December. There is no summer semester for research students.

4.3 External research students may enroll on a full-time or part-time basis. Fees are charged in accordance with the published international tuition fee rates. These fees can also be charged on a monthly pro-rata basis.

4.4 Students who submit their thesis after the Census date for the teaching period will be required to be enrolled for that teaching period and to pay the pro-rata monthly tuition fee.

5. International Students on US FFEL Financial Aid Program

5.1 Students who are participants in the US Federal Family Education Loan Program (FFEL) are required to observe QUT's Fee and Refund policy, and the policies and regulations of the US Government in relation to this Program, including Title IV refunds. In the event of a Title IV refund, QUT will process the student's Title IV refund and then apply the QUT Fee and Refund policy. Once the Title IV refund is complete, students may then apply for a refund if there are additional fees in their account, or be liable for any outstanding fees in accordance with the QUT Fee and Refund policy. Information on US FFEL policies/regulations is available online: <http://www.studentaid.ed.gov/PORTALSWebApp/students/english/index.jsp>.

6. Fee Payment

6.1 Fees must be paid in Australian dollars, either in the form of a cheque or bank draft made payable to QUT, and drawn on an Australian branch of a recognised international bank or by telegraphic transfer or credit card (MasterCard, Visa and American Express accepted). Continuing international students can use BPay to pay their fees.

6.2 Commencing tuition fees are payable in advance. Fees payable for continuing teaching periods are due by the date stated on the Statement of Account accessed via student's on-line QUT Virtual/Personal Information. Email notification is forwarded to the student email account when the Statement of Account is available on-line. A late fee applies to payments received after the due date.

6.3 QUT can only accept payment for tuition fees and other associated course costs. QUT cannot accept payment for living or personal expenses.

7. Non Payment of Fees

7.1 Fees must be paid by the due date in order for enrolment in the current teaching period to be confirmed.

7.2 Failure to pay the required fees on time will result in an encumbrance against the student's record and suspension of access to all University Services. A late penalty fee will be levied on the outstanding amount. The student may be provided additional time to pay any outstanding fees, after which time the enrolment in the current and any future semesters will be cancelled. International student visa holders whose enrolment is cancelled for non payment of fees will be reported to the Department of Immigration and Citizenship in accordance with the National Code¹.

7.3 If a student's enrolment is cancelled for non payment of fees, the fee liability will remain. Re-instatement of enrolment will only be possible after payment of all outstanding debts and approval from the Director, SBS. Readmission in a subsequent teaching period is subject to payment of all outstanding debts and meeting all admission requirements. If a student is readmitted, the tuition fees will be initially charged at the fee rate applicable for the year of their return to the course and thereafter described in Section 3.

7.4 If students are experiencing difficulties in making fee payments, special payment arrangements can be made in exceptional circumstances.

8. Leave of Absence

8.1 Leave of Absence will only be approved for international student visa holders under exceptional medical or compassionate (bereavement) grounds (the National Code¹ Standard 13. Leave of absence is not normally available to commencing students. Tuition fees will not be charged if Leave of Absence is requested and approved prior to the start of the teaching period.

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- 8.2 When returning from approved leave of absence international students will be charged as described in Section 3, unless they had accepted an offer to the course (for which leave of absence was granted) before 31 December 2007.

9. Refunds

9.1 Course not commenced

Students commencing a new course who withdraw from that course before the commencement date of the teaching period:

9.1.1 English Language Courses:

- More than 28 days before the teaching period commences, will receive a full refund of all tuition fees paid for that course.
- 28 days or less before the teaching period commences, 20% of the total unused tuition fees paid for that course will be retained.
- If students have accepted a package program of English language course(s) and non English language courses, 10% of the non English course tuition fee deposit paid is retained.

9.1.2 All other students

All fees refunded, except 10% of the first teaching period's published tuition fee for that year.

9.2 Course not commenced (exceptional circumstances)

- 9.2.1 Exceptional circumstances may be accepted as grounds for a full or partial refund of fees for students who are unable to commence or cancel their course, subject to the provision of acceptable documentary evidence in support of the refund application. Exceptional circumstances may include: illness or disability, death of the student or a close family member (parent, sibling, spouse or child), or political, civil or natural event which prevents full payment of fees.

- 9.2.2 Students who are unable to obtain a visa for studying in Australia, or are unable to meet all of the conditions stated in the letter of offer, will receive a full refund of tuition fees on supply of appropriate documentation (eg. letter of visa rejection from Australian Diplomatic Mission).

9.3 Cancel Course/Leave of Absence after Commencement (including continuing students)

Students who cancel their course, or successfully apply for Leave of Absence on or after commencement in the following teaching periods:

9.3.1 English Language Courses

- After commencement of the teaching period, will not receive a refund of tuition fees for that teaching period. Will receive the balance of any unused tuition fees, less 20% paid for other teaching periods in that course.
- If students have accepted a package program of English language course(s) and non English language courses, 10% of the non English course tuition fee deposit paid is retained.

9.3.2 Teaching periods of 6 weeks duration or less (except English language courses)

- Within first 2 weeks of teaching period commencement date, will be charged 50% of the published tuition fee invoiced for that teaching period. Any remaining fees will be refunded.
- After first 2 weeks of the teaching period commencement date, will not receive a refund of fees for that teaching period.

9.3.3 Teaching periods of 12 weeks duration or more (except English language courses)

- Within first 4 weeks of teaching period commencement date, will be charged 50% of the published tuition fee invoiced for that teaching period. Any remaining fees will be refunded. Continuing research higher degree students⁶ will receive a full refund of fees.
- After first 4 weeks of the teaching period, will not receive a refund of fees for that teaching period.

9.4 Cancel Unit(s) after Commencement (excluding English language courses)

Students who withdraw from a unit on or after commencement in one of the following teaching periods:

9.4.1 Teaching periods of 6 weeks duration or less

- Within first 2 weeks of teaching period commencement date, will receive a full fee refund for that unit.
- After 2 weeks of the teaching period commencement date, will not receive a fee refund for that unit.

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9.4.2 Teaching period of 12 weeks duration or more

- Within first 4 weeks of teaching period commencement date, will receive a full refund of fees for that unit.
- After 4 weeks of the teaching period, will not receive a fee refund for that unit.

9.4.3 Unit withdrawal leading to no unit enrolment

- If withdrawal from unit(s) results in no unit enrolment in a course, clause 9.3 applies.

9.5 Offer Withdrawn by QUT

- 9.5.1 If an offer of a place is withdrawn by QUT on the basis of incorrect or incomplete information being supplied by the applicant/student, QUT reserves the right to retain 10% of the first teaching period's published tuition fee for that year.

9.6 Academic Exclusion

- 9.6.1 Students who are not eligible to continue their course of study due to academic exclusion at the end of a teaching period, will be eligible for a full refund of any tuition fees paid for any future teaching periods, subject to any outstanding debts being paid.

9.7 Australian Permanent Residency

- 9.7.1 If Australian Permanent Resident status is obtained before the start of teaching in the offered course, the offer of a place as an international student will be withdrawn. Students will be considered for admission as a domestic (local) student in either a Commonwealth Supported Place, or full-fee paying domestic place in the same course, subject to course quotas, meeting all admission requirements for an Australian applicant, and the requirements stated in clause 9.7.3.
- 9.7.2 If Australian Permanent Resident status is obtained after enrolment and prior to the Census date for the teaching period in which enrolled, students will be considered for a Commonwealth Supported Place (subject to availability) or full fee paying domestic place in the same course subject to course quotas and the requirements stated in clause 9.7.3.
- 9.7.3 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. Any remaining fees held in their QUT account can be refunded upon application. Students who are offered a Commonwealth Supported Place must complete a Request for Commonwealth Assistance form, by the census date of their first teaching period.
- 9.7.4 If students fail to successfully complete all necessary requirements detailed in clause 9.7.3 by the census date of the relevant teaching period, they will remain an international student liable for international student fees, until the next teaching period.

9.8 Provider Default

- 9.8.1 Refunds in the circumstance where QUT defaults on providing the course are covered by the provisions of the ESOS Act 2000 and the ESOS Regulations 2001.

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10 Payment of Refunds

- 10.1 Request for tuition fee refunds must be made on an International Refund (IR) Form, with appropriate supporting documentation and submitted to Student Business Services. The IR Form can be downloaded from the web: www.studentservices.qut.edu.au/info/forms/index.jsp.
- 10.2 A refund can only be paid if QUT has received the money and it has been entered into its accounts, and all debts to QUT have been paid.
- 10.3 Refunds are normally paid in Australian dollars, and can be refunded offshore by telegraphic transfer, or transferred to another Australian education institution. Students requesting funds to be transferred to another Australian institution, must include full bank details for that institution.
- 10.4 Refund payments will be made within 28 days of submitting the completed IR Form and all required supporting documentation. If QUT is unable to provide the accepted course of study, or withdraws the offer of a place, a refund will be made within 2 weeks of that notification.
- 10.5 All refunds will be made payable to the student, except formally approved sponsored students. All refunds for sponsored students will be paid to the sponsoring body and not individually to the student.
- 10.6 Students who have paid extra fees may keep the credit balance in their account to offset tuition fees payable for the next teaching period.
- 10.7 English language program students with package offers who meet the English language entry score for their principal course at QUT but who have paid for more ELP classes, can have that extra payment transferred to their principal course.
- 10.8 Requests for refunds of Overseas Student Health Cover (OSHC) must be made directly to the student's OSHC provider.

11 Appeal Process

- 11.1 If a student is dissatisfied with the outcome of a refund request, or Cancellation for Non Payment of Fees, a written appeal can be made to the Director, Student Business Services, or if an English Language student, to the Director of Studies, English Language Programs.
- 11.2 If you are not satisfied with any decision made by QUT, or if you have any complaints about the services provided by staff of QUT, the University has a grievance resolution policy. Details can be accessed through the web based QUT Manual of Policy and Procedures at: www.mopp.qut.edu.au/. If you continue to be unhappy with these processes, you can use an external agency, such as the Queensland Ombudsman, to obtain an independent assessment.
- 11.3 In the event of a disputed refund amount, students have the right to pursue other legal remedies. QUT's student grievance procedure does not remove their right to take further action under Australia's consumer protection laws (ESOS Act 2000-Section 27-32, National Code¹ Standard 8)).

¹ The ESOS Act and National Code of Practice can be viewed on line at: www.aei.gov.au/esos.

² The AVCC Code of Practice in the Provision of Education to International Students can be viewed online at: http://www.universitiesaustralia.edu.au/content.asp?page=/policies_programs/international/cofpractice.htm.

³ Information on NEAS accreditation can be viewed online at: www.neas.org.au/

⁴ For all courses other than English language courses. Students undertaking English language courses pay a separate charge for airport reception and accommodation services. Service charges are non-refundable.

⁵ Information on the additional compulsory course costs is available at: <http://www.international.qut.edu.au/apply/cost/additionalcosts.jsp>

⁶ Research higher degree students – students undertaking a PhD (Doctor of Philosophy), Professional Doctorates or Research Master degrees.