

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 policy E7.1 'Student Fees and Charges'](#), 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. English language courses include all General English, English for Academic Purposes and University Certificates in Tertiary Preparation Programs
- 2.2. A student who withdraws from an English language course, including those withdrawing due to their failure to meet the offer/progression conditions of the next course in their pathway:
 - 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 100% of the tuition fees for that teaching period and a cancellation fee of \$5,000.

Courses other than English Language Courses

- 2.3. A student who withdraws from any course other than an English language course, including those withdrawing due to their failure to meet the offer/progression conditions of the next course in their pathway:
 - before or on the census date of the teaching period will be charged a cancellation fee of \$5,000;
 - after the census date of the teaching period, will be charged 100% of the tuition fees for that teaching period and a cancellation fee of \$5,000.

Special Circumstances

- 2.4. A student who withdraws from a course due to a new accepted offer to study at QUT in a future teaching period will be exempt from the cancellation fee.
- 2.5. A continuing student who withdraws from a foundation program, diploma or degree course after the census date of the 2nd (or later) teaching period will be exempt from the cancellation fee.
- 2.6. A student may apply with their refund application to have the cancellation fee reduced to \$500 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.
- 2.7. A student may apply for [withdrawal without financial penalty](#) for tuition 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 of the International Student Fee Policy.

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 to 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 fulfilling the requirements stated in clause 6.2.
- 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 6.2 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 the 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 on the appropriate refund application form together with any relevant supporting documentation.
- 8.2. Refunds are paid in Australian dollars.

- 8.3. Any refund due will be returned to the source account from which the student's original payment was made.
- 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.
- 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. REVIEW PROCESS

- 9.1. If a student is not satisfied with the outcome of a University decision made under this policy, the review process described in QUT's policy [E/9.2 'Grievance Resolution procedure for Student Related Grievances'](#) will apply.
- 9.2. This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the *Australian Consumer Law* if the *Australian Consumer Law* applies.