

# International Student Refund Policy

This policy applies to students who were issued an offer to study after November 2019.

## 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 balance on the student account, whichever is 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; plus a cancellation fee of \$5,000 or the balance on the student account whichever is lower.

### 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 or the balance on the student account, whichever is lower;
  - after the census date of the teaching period, will be charged 100% of the tuition fees for that teaching period; plus a cancellation fee of \$5,000 or the balance on the student account, whichever is lower.

### Special Circumstances

- 2.4. A student who withdraws from a course and accepts a new offer to study at QUT, within twelve months of the course withdrawal date, will be exempt from the cancellation fee. A cancellation fee may be reversed and used towards the deposit of accepting a new offer to study at QUT within 12 months of the course withdrawal date.
- 2.5. A continuing student who withdraws from their course after completing 48 credit points, or six months full-time (or equivalent pro rata) for research time based students, of a foundation program, diploma or degree course 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, evidence of circumstances which would compromise their ability to commence or continue with their study, such as:
  - 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.
- 2.7. A student who withdraws from a QUT Online course is exempt from the cancellation fee.
- 2.8. A sponsor who pays for a student's fees through a financial guarantee or sponsorship arrangement with QUT will be exempt from the cancellation fee.
- 2.9. A student who is provided with conditional acceptance and a conditional Confirmation of Enrolment and subsequently does not meet the conditions will be exempt from the cancellation fee.
- 2.10. A student may apply for [withdrawal without financial penalty](#) in [special circumstances](#) 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, incomplete, misleading or fraudulent information supplied by the applicant/student, QUT reserves the right to charge a cancellation fee of \$5,000.

## 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.

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### 5. REQUEST TO TRANSFER

5.1. Students approved to transfer to another education provider are subject to the fee and refund conditions contained in this policy.

### 6. EXCLUSION

6.1. 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 100% of the tuition fees for that teaching period.

### 7. AUSTRALIAN PERMANENT RESIDENCY

- 7.1. 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 7.2.
- 7.2. Students must provide 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.
- 7.3. If a student fails to successfully complete all necessary requirements detailed in clause 7.2 by the Census date of the teaching period, they will remain an international student liable for international student tuition fees for that teaching period.

### 8. PROVIDER DEFAULT

- 8.1. In the unlikely event that QUT is unable to deliver a course as offered, the deposit and any unexpended 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 and the student has confirmed they wish to seek a refund for any unexpended portion of pre-paid tuition fees for the course.
- 8.2. In the unlikely event that QUT is unable to fulfil its obligations in 8.1, the Tuition Protection Service (TPS) will assist the student in finding an alternative course or get a refund from QUT. TPS ([tps.gov.au](http://tps.gov.au)) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study.

### 9. PAYMENT OF REFUNDS

- 9.1. Requests for tuition fee refunds must be submitted on the appropriate refund application form together with any relevant supporting documentation.
- 9.2. Refunds are paid in Australian dollars to the source account from which the student's original payment was made.
- 9.3. Refunds will be paid within 28 days of receipt of a complete refund application with all required supporting documentation.
- 9.4. Students who have paid extra fees may keep the credit balance in their account to offset tuition fees payable for the next teaching period.
- 9.5. 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, will have the unused portion of their tuition fees credited towards their principal course.
- 9.6. Where a student is no longer studying at QUT, has a credit balance on their account, has no future enrolment or future valid offer and has not requested a refund, QUT will attempt to refund the balance to the source account from which the student's original payment was made within six months after the end of the student's last enrolled teaching period.

#### Sponsored Students

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

#### Overseas Student Health Cover

9.8. 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.

### 10. REVIEW PROCESS

- 10.1. 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. In the first instance, an appeal of a decision under this policy, should be directed to the Director, Student Business Services. If the student is still not satisfied with the outcome the student should contact the [Student Ombudsman](#).
- 10.2. 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.