



## Guidelines on Payment and Refund of Fees for International Students

These Guidelines along with the Acceptance and Payment Form constitute a written agreement between the University of South Australia and the student in accordance with sections 28-29 of the Education Services for Overseas Students (ESOS) Act 2000. These guidelines have been developed in accordance with the ESOS Act 2000, ESOS Regulations 2001, the National Code of Practice for Registration Authorities and Providers of <http://www.unisa.edu.au/policies/policies/academic/A47.asp>.

### 1. Payment of Fees

#### 1.1 Full Award/Degree Students

International students commencing a program at the University are required to pay visa length Overseas Student Health Cover (OSHC) and 50% of the annual tuition fee before enrolment.

Until 31 December 2011, commencing international students in a particular year pay that year's fee per unit for the duration of their study in that program, regardless of subsequent changes in the fee for that program. For international students commencing in 2012 or later, tuition fees may be subject to an annual increase.

Continuing international students are charged tuition fees, based on their enrolment load (unit value). Due dates for payments are set per Study Period and are shown on the student invoice and can be found at <http://www.unisa.edu.au/fees/default.asp#duedate>.

NOTE: Continuing students are placed in Bad Financial Standing (BFS) if they do not make the full payment by the due date shown on each invoice. A student in BFS cannot enrol again, cannot review results, cannot obtain an academic transcript, cannot graduate and cannot obtain a new Confirmation of Enrolment document until all outstanding fees are paid in full. Students seeking an extension of time to pay tuition fees after the due date must apply in writing to the Director: Student and Academic Services. Extensions are only granted in exceptional circumstances and evidence must be provided of medical reasons or unforeseen personal circumstances which prevent fee payment during the specified period. In no circumstances is an extension of more than 120 days granted.

#### 1.2 Study Abroad Students

Students commencing a Study Abroad program are required to pay all fees for each Study Period in full before enrolment.

#### 1.3 Third Party Contracts

If a student is sponsored by a Third Party, the University establishes a contract between the University and the Third Party for payment of fees. Third Parties are invoiced for student fees and if the required payment is not made, the student is placed in BFS.

#### 1.4 Payment on Conditional Offers

Payment is generally not required from students with conditional offers until they meet the condition(s) of the offer.

If a student makes payment in respect of a conditional offer, any application for a refund will be assessed in accordance with these Refund Guidelines.

#### 1.5 OSHC

The DIAC student visa condition 8501 requires you to maintain Overseas Student Health Cover (OSHC) for the duration of your visa. For exceptions to this condition refer to <http://www.immi.gov.au/students/health-insurance.htm>.

### 2. Calculation of Fees

#### 2.1 Full Award/Degree Students

Continuing international students are charged tuition fees each Study Period, based on their enrolment load (unit value). For example, enrolment in 4 courses in Study Period 2, with each course being 4.5 units, is an 18 unit load. For most programs the tuition fee is calculated on the basis of a normal annual unit load of 36 units. If the annual program fee is AUD\$16,000, the Study Period 2 fee will be AUD\$8,000.

#### 2.2 Study Abroad Students

Tuition fees for the University's Study Abroad program are fixed for one Study Period and are independent of unit load.

### 3. Refunds

These Refund Guidelines apply to students who withdraw from their program of studies prior to or on the first census date, the date when a student's enrolment is finalised for a course and applicable fees are incurred. If the student withdraws in their first semester (6 month period) and after census date, the student will not be entitled to a refund, regardless of enrolments in the first semester.

For the purposes of these Refund Guidelines the following definitions apply for non-award programs e.g. Australian Registered Nurse Training Program:

- “commencement of the Study Period” means the date the program commences; and
- “census date” means four (4) weeks from the date the program commences.

### 3.1 Total Refunds

(i) Total (100%) refunds are offered if:

- (a) a student is refused a student visa and provides documentary evidence of such refusal;
- (b) a student's application for a student visa is delayed by circumstances beyond their direct control and
  - as a result the student is not ready in time to commence studies in the Study Period for which they applied; and
  - the student provides independent documentary evidence to support their claim that the visa was delayed by circumstances beyond their direct control
- (c) subject to paragraph 3.2 (ii), an offer of a place is withdrawn by the University; or
- (d) in the unlikely event that the University is unable to deliver a program in full.

In the circumstance referred to in (a) and (b) above, the refund is processed within 4 weeks from the day the student advises the University that their visa application has been refused or delayed.

In the circumstances referred to in (c) and (d) above, the refund is processed within 2 weeks from the day when the program ceased being provided. Alternatively, students may be offered enrolment in an alternative program by the University at no extra cost. Students have the right to choose a full refund of fees, or a place in another program.

(ii) In all other circumstances (including where a student's visa application is primarily delayed by their own action or inaction) the student's refund request is assessed in accordance with paragraph 3.2 of these Refund Guidelines.

### 3.2 Partial Refunds

(i) Full tuition fee-paying international or incoming study abroad students are refunded:

- (a) 90% of all tuition fees paid, if they have accepted an Offer of a place and then given written notice of their inability to undertake the program a minimum of four (4) weeks before the commencement of the Study Period
- (b) 90% of all tuition fees paid, if they have:
  - not met the appropriate entry requirements (eg. English language requirement or Grade Point Average (GPA) requirement) to UniSA in their packaged Offer; and
  - given written notice prior to the commencement of the Study Period.
- (c) 50% of all tuition fees paid if they have given written notice of their inability to undertake the program less than four (4) weeks before the commencement of the Study Period, or if they completely withdraw from a program on, or before the relevant census date.

In the circumstance referred to in (c) above, the refund conditions are applied at the time of the initial application for refund, and not for any subsequent deferral period.

(ii) If the University withdraws an Offer on the basis of incorrect or incomplete information supplied by, or on behalf of the student, any refund will be at the University's discretion.

(iii) A written notice of withdrawal due to compassionate and compelling circumstances may be accepted as grounds for a partial refund of fees (initial deposit) if acceptable documentary evidence is provided in support of the application for a refund. Compassionate and compelling circumstances are generally those that are beyond the control of the student and may include medical reasons or other compassionate and compelling circumstances (e.g. bereavement, political, civil or natural disaster event). The amount of such refund will be at the University's discretion.

### 3.3 Deferral of Studies

(i) Subject to paragraph 3.4, where a student, after accepting an Offer of admission, applies for permission to defer their commencement to a future Study Period, all tuition fees will be transferred to that Study Period.

(ii) If, after being approved to defer the commencement, a student gives written notice that they do not intend to take up their deferred place, paragraph 3.2 applies.

### 3.4 No Refunds

Tuition fees are not refunded if:

- (a) a student withdraws from a program beyond the Study Period census date; or
- (b) a student's visa is cancelled.

### 3.5 OSHC Refund

Overseas Student Health Cover (OSHC) charges are refunded in accordance with the refund policy of the student's health insurance fund. The refund policy can be obtained from the health insurance provider. General rules are:

- (a) students who do not arrive in Australia can receive 100% refund of OSHC charge paid
- (b) students who arrive in Australia can be refunded on a monthly pro-rata basis with a minimum cover period of three months retained by the health insurance provider.

### **3.6 International Students granted Permanent Residency status in Australia**

International students granted Permanent Residency (PR) in Australia may become eligible for a Commonwealth Supported place or domestic student tuition fees. PR status is recognised from the date residency is granted by the Department of Immigration and Citizenship (DIAC). If the international tuition fee has already been paid, the difference between that fee and any owing under the applicable rate for a permanent resident in that program will be refunded if the student has:

- (a) obtained PR status by the census date for that Study Period; and
- (b) satisfied section 41 of the Higher Education Funding Act 1988, by completing a Commonwealth Supported Payment Options Form by the census date, or made arrangements with the University to pay fees as a domestic student.

If PR is granted after the census date, the student is classified as an international student for the remainder of that Study Period and must pay international tuition fees for that Study Period. From the following Study Period, the student is classified as a Permanent Resident and is liable to pay the appropriate domestic student fee.

Research candidates who obtain PR during their enrolment at the University are dealt with on a case-by-case basis by the Graduate Studies office and Student Finance office to meet Australian Government and/or scholarship requirements.

### **3.7 Requests for Refunds**

Students seeking a refund should apply in writing using the Refund Request Form found at <http://www.unisa.edu.au/international/forms.asp>.

All requests for refunds should be forwarded to:

The Director  
UniSA International, University of South Australia,  
101 Currie Street,  
Adelaide SA 5000,  
Australia

### **3.8 Payment of Refunds**

(i) Refunds are issued in Australian dollars within four (4) weeks of receipt of a refund request from the student. If the program is unable to be delivered, a refund will be processed within 2 weeks from the day on which the program ceased being provided.

(ii) Payment of any refunds is subject to the University having received the fees in its bank account.

## **4. Appeals Process**

The student can appeal against the University's decision regarding fee refunds if they believe that the Student Fees policy has not been honoured or other relevant information has not been considered. Students wishing to appeal against any decision relating to the refund of fees must lodge their request for appeal in writing with documentary evidence to support any claims with

The Director,  
Student and Academic Services, University of South Australia,  
101 Currie Street,  
Adelaide SA 5000,  
Australia.

The appeal must be lodged no more than four weeks after the student has been advised of the decision they are appealing against.

This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.