



# POLICY

**Policy Title:** International Student Tuition Fee Refund Policy

**Policy Owner:** Manager Student Finance and SSC Business Manager

**Keywords:** 1) International 2) Student 3) Fees 4) Refund

**Policy Code:** PL213 (sa010)

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## 1. INTENT

The purpose of this policy is to clarify International students' entitlement to refund of fees and relevant processes, as required under the Education Services for Overseas Students Act 2000 (ESOS Act).

## 2. ORGANISATIONAL SCOPE

This Policy applies to International Students including students on Australian Student Visas studying at Edith Cowan University.

The Policy does **not** apply to:

- a. amounts received for services other than tuition;
- b. amounts received on behalf of another education provider; and
- c. courses delivered outside Australia where an Agreement may specify different arrangements

### 3. DEFINITIONS

TERM	DEFINITION
<b>Census date</b>	Means the date at which a student's fee liability is assessed. The Census dates are normally March 31 and August 31 and should not to be confused with any later dates by which withdrawal without academic penalty may be granted. Separate conditions may apply for non-standard teaching periods such as Summer/Winter teaching period.
<b>Compassionate or Compelling Circumstances</b>	An exceptional refund may be granted on grounds of compassionate or compelling circumstances. These are extenuating conditions which are beyond the control of a student and which prevent the student from commencing or continuing their course. They could include, but are not limited to the following: <ol style="list-style-type: none"> <li>1. serious illness or injury</li> <li>2. bereavement or serious injury of an immediate family member;</li> <li>3. major political upheaval or natural disaster in the home country requiring; emergency travel where this has clearly impacted on the student's studies</li> </ol>
<b>Course</b>	Means a program of study made up of a number of units necessary to qualify for a University higher education award.
<b>International student</b>	Means a student who is not an Australian citizen, a permanent resident of Australia or a New Zealand citizen.
<b>Non Award Student</b>	Means a student admitted to the university to undertake studies not leading to a University award or an award provided by the University.
<b>Study Abroad student</b>	Means an international student enrolled for one or two teaching periods in the Study Abroad program.
<b>Teaching Period</b>	Means the period of time within which: <ol style="list-style-type: none"> <li>(a) a unit in an award course is undertaken and formally assessed and for which assessment results are confirmed by Boards of Examiners under the relevant provisions of the Admission, Enrolment and Academic Progress Rules; or</li> <li>(b) a non-award course or unit may be undertaken</li> </ol>
<b>Unit</b>	Means a unit of study that can form part of a course.

### 4. POLICY CONTENT

4.1 The Policy is intended to apply when the student ceases enrolment in the University.

4.2 Notwithstanding anything else in this policy in circumstances where the student is refused a visa , or can demonstrate that they are likely to be refused, and are unable to commence or continue the Course - a full refund of course monies will be made less \$250 for administration expenses. In such circumstances any applicable refund will be made within 28 days of the student failing to start, withdrawing or having their enrolment cancelled due to non-payment and not when the claim form is received.

In circumstances where the student has accepted an offer from the University but does not enrol, the student is entitled to a refund as outlined in this policy;

4.3 **Withdrawal from a Unit or Units of study-** Students, with the exception of Study Abroad students, who withdraw from a Unit prior to Census date will not incur a financial liability for

that Unit. However, fees paid for those Units will be retained in the student's fees account as a credit towards any future Unit enrolments and will not be returned to the student. No credit will apply for Unit withdrawal after the Census date;

4.4 The University will not accept payments in excess of 50% of the total indicative tuition fees for a course from commencing students;

4.5 **Overpayment of fees** - Students who make a payment in excess of the required tuition fee will have the overpayment retained in the student's fee account as a credit towards any future enrolment. Students who are enrolled in their final teaching period of study will be eligible to apply for a refund of any overpaid fees upon the successful completion of their final units and will be entitled to a full refund;

4.6 **Advanced standing** - A student who makes payment for a unit and is later successful in obtaining advanced standing for that unit, will be entitled to a full refund of the payment once the advanced standing has been processed and the original unit enrolment has been withdrawn;

4.7 **Transferring to a new Course in the University** - In such cases, any amount owing to the student will be applied to the fees in the new course and not returned to the student;

4.8 In considering **grounds for an exceptional refund**, each case will be taken on its individual merits and requires acceptable documentary evidence in support of the claim.

4.9 Any decision made by the University relating to the refund of fees is subject to review by its complaints and appeals procedures.

4.10 This Policy, 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.

**4.11 For prospective, first teaching period and continuing students:**

4.11.1 Prospective and students enrolled in their first teaching period of studies at ECU:

<b>In the event that:</b>	<b>The student is eligible for:</b>
<b>University default</b>	
a. The offer of a place is withdrawn by the University; or b. The University is unable to provide the Course.	A full refund.
<b>Student default</b>	
c. The student makes a material statement that is proven to be false or provides a fraudulent document or the student is guilty of misconduct leading to expulsion or cancellation of enrolment.	No refund for the current teaching period. Any fees paid in advance for future teaching periods will be refunded in full.
d. The student withdraws, or confirms their intention to withdraw from the University on or prior to the first day of the teaching period.	A full refund less administrative expenses of \$1,000.
e. The student withdraws from the University after the teaching period commences but on or prior to the Census date.	A full refund less expenses of services calculated at 50% of the 1st Semester Indicative Course Fee or in the case of a Study Abroad student a full refund less

	50% of the semester Study Abroad fee.
f. The student withdraws from the University after the Census date.	No refund for the current teaching period. Any fees paid in advance for future teaching periods will be refunded in full.
g. The student does not meet the entry requirements as mentioned on the conditional offer letter.	A full refund of course monies will be made less \$250 for administration expenses
h. The student's enrolment is cancelled after census due to non payment of fees.	No refund for the current teaching period. The student remains liable for the full fee for the teaching period whether or not reinstated.
i. The student has accepted an offer from the University but does not enrol.	A full refund of course monies will be made less \$1,000 for administration expenses
j. Non Award Student withdrawing from the University prior to the commencement of the teaching period.	full refund of course monies will be made less \$250 for administration expenses.
k. Non Award Student withdrawing from the University after the commencement of the teaching period and on or prior to census date (no refund applicable after census).	A full refund less 50% of the applicable fee for each unit.
<b><u>Other events</u></b>	
l. The student is granted Australian permanent residency on or prior to the Census date and provides evidence of their enrolment in ECU as a domestic student.	Refund of the fees paid minus the fee applicable to domestic students for the same unit/s. If permanent residency is granted after the Census date the student remains liable for fees as an international student until the end of the current teaching period.

#### 4.11.2 Continuing Students:

<b>In the event that:</b>	<b>The student is eligible for:</b>
<b><u>University default</u></b>	
a. The course ceases to be provided by the University after it has started, but before it is completed by the student.	A refund of the tuition fees paid for any teaching periods which have not been completed.
<b><u>Student default</u></b>	
b. The student withdraws from the University on or prior to the first day of the teaching period they were enrolled in.	A full refund.
c. The student withdraws from the University on or prior to the Census date of the teaching period they were enrolled in.	A full refund less processing expenses calculated at 25% of the 1st Semester Indicative Course Fee or in the case of a Study Abroad student a full refund less 25% of the semester Study Abroad fee.
d. The student withdraws from the University after the Census date of the teaching period they were enrolled in.	No refund for the current teaching period. Any fees paid in advance for future teaching periods will be refunded in full.
e. The enrolment is cancelled because the student is not making satisfactory academic progress despite appropriate measures having been	No refund for the teaching periods previously undertaken prior to the teaching period in which enrolment is terminated.

taken by the University to assist them.	No refund for the teaching period in which the enrolment is terminated unless the termination and withdrawal occurs before the relevant census date in the current teaching period. Any fees paid in advance for future teaching periods will be refunded in full.
f. Misconduct by the student leading to expulsion or cancellation of enrolment.	No refund for the current teaching period. Any fees paid in advance for future teaching periods will be refunded in full.
g. Non Award Student withdrawing from the University on or prior to census date (no refund applicable after census).	A full refund less 50% of the fee payable for each unit.
h. The student's enrolment is cancelled after census due to non payment of fees.	No refund for the current teaching period. The student remains liable for the full fee for the teaching period whether or not reinstated.
<b>Other events</b>	
i. The student is granted Australian permanent residency on or prior to the Census date and provides evidence of their enrolment in ECU as a domestic student.	Refund of the fees paid minus the fee applicable to domestic students for the same unit/s. If permanent residency is granted after the Census date the student remains liable for fees as an international student until the end of the current teaching period.
j. The student is enrolled on a conditional or provisional basis and is then not permitted to re-enrol.	A full refund of fees paid in advance for the conditional enrolment and any future teaching periods.
k. The student completes their degree and their record reflects as Course Complete	A full refund of any overpayment of fees.

#### 4.12 Payment of refunds:

- 4.12.1 Students must apply in writing on the *Application for Refund of Student Fees Form* available at: <http://www.ecu.edu.au/student/fees/>
- 4.12.2 Students are responsible for clearing any outstanding debts with the University prior to a refund being processed;
- 4.12.3. The refund must be made to the same person or body from whom the fees were originally received unless there are written instructions from that person or body to the contrary which includes documentation for identity verification such as signed passport, visa documents, drivers license, etc.);
- 4.12.4 The refund will be paid in Australian dollars, normally by telegraphic transfer to the nominated bank account;
- 4.12.5 The University accepts no liability for any currency exchange movement between the date the fees were received and the date the refund is paid or any bank charges relating to the refund;
- 4.12.6 Refunds will be paid within 28 Days of receipt of a valid and complete *Application for Refund of Student Fees Form*, subject to confirmation that the fees originally paid by the student are cleared funds.

- 4.12.7 In the event that the information provided in the refund application is not complete and further information/verification is required, the processing timeline will resume effective from the date when the completed information has been submitted.
- 4.12.8 All communication by ECU in relation to refund applications will be via the secure ECU Student Email Account.
- 4.12.9 Refunds cannot be paid until the university is in receipt of the monies into its account as cleared funds.
- 4.12.10 Refund applications cannot be assessed until unit withdrawal or course discontinuation has been processed.

## 5. ACCOUNTABILITIES AND RESPONSIBILITIES

In relation to this policy, the following positions are responsible for the following

### *Policy Owner*

The Policy Owner the Student Finance and SSC Business Manager has overall responsibility for the content of this policy and its operation in ECU. Staff and students are required to *comply with the content of this policy and to seek guidance in the event of uncertainty as to its application.*

## 6. RELATED DOCUMENTS:

6,1 Other documents which are relevant to the operation of this policy are as follows:

- Study Abroad Tuition Fee Refund Agreement
- Application for Refund of Student Fees

## 7. CONTACT INFORMATION

For queries relating to this document please contact:

Policy Owner	Manager Student Finance and SSC Business Manager
All Enquiries Contact:	Manager Student Finance and SSC Business Manager
Telephone:	08 6304 3535
Email address:	<a href="mailto:student.fees@ecu.edu.au">student.fees@ecu.edu.au</a>

## 8. APPROVAL HISTORY

Policy Approved by:	Vice-Chancellor
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