



REFUND AND CANCELLATION POLICY

For commencing international students

Refunds will be processed within four (4) weeks of receiving a completed Refund of International Student Fees form and all other required supporting documentation.

Fees refund related to international students who obtain a permanent resident status

A student who is granted Permanent Resident status will be eligible for a refund of tuition fees paid for a semester, less a \$500 service charge, only if:

- The permanent residency status is granted on or before the census date for a semester.
- The student presents evidence of their permanent resident status to VU International (for e.g. a valid passport containing a visa label). Permanent resident status is recognized from the date stamped on the student's passport (visa label), not the date on which the application for status is made.

A student who is granted permanent residency after the census date for a semester will not be eligible to a refund of tuition fees paid for that semester. The student will be classified as an international student for the remainder of that semester.

A student who receives permanent residency prior to census date for a semester will lose their full fee student place and must re-apply for course entry in competition with other course applicants for government funded places.

A continuing student who seeks to become a local fee paying domestic student following change of immigration status to permanent residency, may have their pre-paid tuition fees carried over in the appropriate semester.

Total refunds

A total refund will be made in the following circumstances:

- If an offer of a place is withdrawn by the University all tuition fees are fully refundable. If the offer was made on the basis of incorrect or incomplete information being supplied by the applicant/student the University reserves the right to retain 10% of one full semester fees.
- VU is unable to provide or ceases to provide the course for which the student has applied or is enrolled.
- A student who fails to meet degree/ diploma progression rules and who is thus not permitted to re-enroll will be eligible for a refund of those fees paid in advance of notification of exclusion.

Partial refunds

If a student, after accepting an offer of a place, informs the University of an Intention to withdraw, the University will provide a refund but will retain a percentage of the semester fee to cover administrative costs. This fee is determined by the amount of notice given, as follows:

- Four weeks or more notice before the commencement of the course will invoke an administrative fee of 10% of one full semester fees.
- Less than four weeks' notice before course commencement will invoke an administrative fee of 25% of one full semester fees.
- Notice within the first four weeks of commencement of the course will invoke an administrative fee of 50% of one full semester fees.
- NOTE: Total or partial refunds may also be given in exceptional circumstances, which prevent a student taking a place after accepting an offer, as follows:
 - Inability to obtain a student visa.
 - Illness or disability.
 - Death of the student or a close family member.
 - Political, civil and natural events, which prevent full payment of fees.

Documentary evidence must be provided.



No refunds

A student who withdraws from a course, for whatever reason, after the four teaching week of the course will not be eligible for a refund. Students who are granted permanent resident status during the course are required to pay the fees for the remainder of the semester in which they are currently enrolled.

Refund process

Any student who wishes to obtain a refund on the above or any other grounds should make application in writing to the International Education Department for a decision by the University. If the student is not satisfied with a decision of the Director, appeals should be made in writing to the University Student Services Department.

Where an international student is transferring to another institution, the refund will be paid direct to the new institution, unless the international student can provide evidence of having paid the tuition fee to that institution (e.g. via a CoE from that institution).

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.

Refunds will be made in Australian dollars and the University reserves the right to make refunds payable in the country of origin. Agency fees, if applicable, will not be refunded.

Where an international student requests that the refund is made payable to a relative or other person in Australia, this will only be granted if documentary evidence proves that the relative or other person paid the tuition fees.