

1. GENERAL PRINCIPLES

1.1 Victoria University's Sydney Location follow Victoria University's policy on the refund of tuition fees which has been determined in accordance with the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students ('the National Code'), the Education Services for Overseas Students Act 2000 (ESOS Act 2000), and Education Services for Overseas Student Regulations 2001 (ESOS Regulations 2001).

1.2 The policy applies equally to commencing international students and continuing international students.

1.3 Before a refund can be processed, the funds covering the tuition fee must be available to the University i.e. cheques and drafts cleared and telegraphic transfers received.

1.4 Refunds will be paid within four (4) weeks of receiving a written claim, including all relevant documentation, from the student. A full refund will be paid within two (2) weeks if the University defaults.

1.5 Generally, students who withdraw after four weeks of commencement of a program will not be eligible for a refund, unless otherwise stated in this policy.

2. REFUND PROCEDURE

2.1 Applications for a refund must be made in writing to the Director , Victoria University Sydney Location, setting out the reasons for the request and accompanied by supporting documentation, as appropriate.

If the international student has already arrived in Australia, an 'Application for Refund of International Student Fees' form must be completed and lodged at Victoria University Sydney Location

2.2 The refund will be made payable to the student (unless otherwise requested in writing). The refund draft will be made payable in Australian dollars, and sent to the international student's permanent home country address.

2.3 Where a tuition fee has been paid by a sponsoring body or scholarship agency, any refund payable will be made to the sponsoring body or scholarship agency.

2.4 Where an international student is transferring to another institution, the refund will be paid directly to the new institution, unless the international student can provide evidence of having paid the tuition fee to that institution.

3. TOTAL REFUNDS

3.1 A full refund will be made: (a) In the event that an offer is withdrawn by the University; (b) The University is unable to provide the course; (c) Where a student was not able to meet a condition required by the University in its letter of offer; (d) Where a student has been excluded by the University for failure to meet degree or diploma progression rules and where fees were paid in advance of notification of exclusion; (e) Where there is a refusal by the Australian Government authorities to grant a student visa or the visa is not granted in time for the student to commence the course on the agreed start date; (f) When illness or disability prevents the student from taking up the course; (g) When the death of a close family member (parent, sibling, spouse or child) occurs; (h) When a political or civil event prevents acquittal of fee; or (i) Other special or extenuating circumstances preventing a student from proceeding may allow for full or partial refund at the discretion of the Director, Victoria University International, or their nominee, provided the request is made prior to the commencement of the course.

3.2 Documentary evidence must be provided in support of an application for a refund under any of the above provisions, with the exceptions of 3.1(a) and (b).

4. PARTIAL REFUNDS

4.1 Where a student, having paid his or her tuition fees for one semester in advance, gives notice in writing to the Director, Victoria University Sydney Location, at least four (4) weeks prior to commencement of teaching in that

semester (or four weeks prior to the specified date for the commencement of a research program), of an inability to undertake the course, tuition fees paid in respect of the semester are refundable, less a service charge of 10 per cent of the prescribed semester fee.

4.2 Where a student gives less than four (4) weeks notice, prior to the commencement of teaching in that semester, of an inability to undertake the course or withdraws within four (4) weeks of commencement of a program, 50 per cent of the prescribed semester fee is refundable.

5. NO REFUNDS

5.1 A student who withdraws after four (4) weeks from the commencement of teaching in either semester, shall not be eligible for a refund.

5.2 A research student who, for whatever reason, withdraws more than four (4) weeks after the commencement of the course shall not be eligible for a refund.

6. LEAVE OF ABSENCE

6.1 If a student is granted leave of absence, 50 per cent of the prescribed semester fee will be refundable. The balance will be retained and offset against the commencing student fee in the appropriate semester. The retained fee will be forfeited if the student does not give notice in writing to the Director, Victoria University Sydney Location, at least four (4) weeks prior to the commencement of the semester, of his or her inability to recommence the course.

7. ENGLISH LANGUAGE INSTITUTE

7.1 Where a student, gives notice in writing to the Director, Victoria University Sydney Location, at least four (4) weeks prior to commencement of teaching, of an inability to undertake the course, tuition fees paid are refundable, less a service charge of 10 per cent of the prescribed fee.

7.2 Where a student gives less than four (4) weeks notice, prior to the commencement of teaching, of an inability to undertake the course; or withdraws within four (4) weeks of commencement of the course, 50 per cent of the fees payable will be refunded. The maximum amount retained by Victoria University Sydney Location will not exceed 10 weeks of the published tuition fee.

8. FEES REFUND RELATED TO INTERNATIONAL STUDENTS WHO OBTAIN PERMANENT RESIDENT STATUS

8.1 An international student who is granted Permanent Resident Status prior to the census date (31 March, 31 August and 15 December) for that semester, will be refunded all fees that have been paid for the forthcoming semester/year. Resident status is recognised from the date stamped on the student's passport (visa label), not the date on which the application for status is made. These students lose their full-fee student place and must re-apply for course entry in competition with other course applicants for government-funded places.

8.2 If a student is granted Permanent Residency after a census date, the student will be classified as an international student for the remainder of the semester in which this change occurs.

9. REVIEW PROCESS RELATED TO FEES REFUND

9.1 Information on the University's dispute resolution procedure can be obtained from the international student advisers.