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## TUITION FEES\*

\* Not applicable to international students studying through a USQ Education Partner.

### 1. TOTAL REFUNDS

- 1.1. In the event that an offer of a place is withdrawn or the institution is unable to provide the course, all tuition fees paid for the semester are fully refundable. In the case of a student transferring providers, the USQ Refund Policy may not apply. Please refer to the appropriate USQ policy at the time of request to transfer.
- 1.2. A student who fails to meet degree/diploma progression rules and who is thus not permitted to re-enrol will be eligible for a refund of fees if paid in advance of notification of exclusion.
- 1.3. A notice of withdrawal due to exceptional circumstances (see 2 below) may be accepted as grounds for a total refund of tuition fees paid for the semester.

### 2. GROUNDS FOR REFUNDS

A notice of withdrawal due to exceptional circumstances may be accepted as grounds for either a total or partial refund of fees, subject to the provision of acceptable documentary evidence in support of the application for a refund, including:

- (i) inability to obtain a student visa
- (ii) illness or disability
- (iii) death of the student or a close family member (parent, sibling, spouse or child)
- (iv) political, civil or natural event that prevents full payment of fees.

### 3. NO REFUNDS

A student who withdraws from a course for whatever reason beyond the census date (see Important Dates) shall not be eligible for a refund.

### 4. FEE REFUNDS FOR INTERNATIONAL STUDENTS WHO OBTAIN PERMANENT RESIDENT STATUS IN AUSTRALIA

- 4.1 An international student who is granted Permanent Resident status in Australia and who is a resident in Australia for the duration of the course may be given the option of becoming a Commonwealth supported student when enrolled in a Commonwealth supported program. They will be required to pay their Student Contribution Amount upfront without discount, and will not be given the option to obtain a HECS-HELP loan. If the student is the holder of a Permanent Humanitarian Visa, they will be eligible for a discount on upfront payments and will be eligible for a HECS-HELP loan. In non-Commonwealth supported programs, Australian permanent residents are liable for Tuition/Direct fees applicable to domestic students.

- 4.2 If the student has already paid the tuition fees applying to international students for the semester directly to the University, a refund of the difference between the international fee and the upfront Student Contribution Amount, less any agent fee applying to the University, will be payable to the student if the student has:
  - (i) obtained Permanent Resident status by the census date for that semester and
  - (ii) provided a certified copy of the photo and permanent resident stamp page of their passport to the University before the Census date and
  - (iii) satisfied section 36-40(1) of the Higher Education Support Act 2003; that is, completed a request for Commonwealth support and HECS-HELP form by the census date and/or
  - (iv) made arrangements with the University to pay fees as a domestic student.

- 4.3 If the student obtains Permanent Resident status after the census date in a semester, the student will be classified as an international student for the remainder of that semester. The student will be liable to pay the tuition fees applying to international students for that semester. From the following semester, the student will be classified as a Permanent Resident and will be liable for the Student Contribution Amount in accordance with the Higher Education Guidelines, or full fees applying to domestic students.

For specific information on fee refunds for permanent residents, please refer to section 4.6.3 Policy on Refund of Fees in the University Calendar located at: [www.usq.edu.au/policy/calendar/part4.htm](http://www.usq.edu.au/policy/calendar/part4.htm)

### 5. PAYMENT OF REFUNDS

- 5.1 Request for a refund must be in writing.
- 5.2 If a student is transferring to another recognised educational institution within Australia, then applicable refund due may be transferred to that institution. Otherwise, all refunds will be made in the student's home country, except in exceptional circumstances.
- 5.3 Refunds will be made payable to the student, unless authorised otherwise by the student in writing. It is not permissible to transfer funds directly from the student's own account to that of another student.
- 5.4 Refunds should be reimbursed in the same currency as the fees were originally paid and will be made in the student's home country except in exceptional circumstances. If the refund is paid in the form of a bank draft, then an administrative fee will be incurred.

### 6. APPEALS PROCESS RELATED TO FEE REFUNDS

There is a clearly defined appeals process relating to the refund of fees, whereby the institution's decisions regarding fee refunds can be appealed if the student believes that the institution has not honoured its stated fee refunds policy, or not all of the relevant information has been taken into account. For more information, refer to section 5.5.8 Waiving Academic Penalty and Fee Reversal, located in the Academic Regulations policy within the University Calendar at: [www.usq.edu.au/policy/calendar/part5.htm](http://www.usq.edu.au/policy/calendar/part5.htm)

### 7. ALTERNATIVE REMEDIES

- 7.1 Where a student agrees to the terms of the USQ Refund Policy, such agreement does not remove the right to take further action under Australia's consumer protection laws.
- 7.2 The University's resolution processes (set out in clause 6 above) do not circumscribe the student's right to pursue other remedies.

### 8. PAYMENT OF REFUND TO BE MADE WITHIN TWO WEEKS

Any refund of 'cleared funds' due and payable to a student under these provisions will be made within two weeks of the date on which the request is received in writing at the international office of the University of Southern Queensland.

### 9. PROVIDER DEFAULT

Students are advised that a default by the registered provider (the University) cannot be covered by a written agreement between the provider and the student. Such situations are covered by the provisions of the ESOS Act 2000 and the ESOS Regulations 2001.

## NON-TUITION FEES REFUND PROCEDURES

### 1. ACCOMMODATION FEES

#### (i) On-campus USQ Residential Colleges

Accommodation fees are payable one semester in advance. In the event that a student terminates their residency after having entered College, no refunds of fees will be made for their early departure, nor any release made from their liability for a full semester fee, except where, during the semester:

- (a) the student becomes no longer an enrolled student of the University
- (b) the University changes the enrolment status of the student

from on-campus to external studies

- (c) the University defers the student's enrolment to another semester or year
- (d) the student is able to substantiate extenuating circumstances justifying their conclusion of their contract with the University.

Any release of a student from their contractual obligation made in accordance with this rule will be subject to the approval of the Director of Residential Colleges.

#### (ii) Off-campus accommodation – Residential Tenancies

The refunds payable are consistent with the rules and regulations implemented by the Residential Tenancy Authority of Queensland and can be viewed online at: [www.rta.qld.gov.au](http://www.rta.qld.gov.au)

#### (iii) Off-campus accommodation – Homestay

All accommodation fees are paid one week in advance with no partial refund payable in the event of departure before expiration of the week.

### 2. OSHC STUDENT HEALTH CARE

As a student, you can apply in writing for a refund of the unexpired portion of your premium if:

- (i) you paid your premium and did not come to Australia
- (ii) your Student Visa was not extended
- (iii) you returned to your country of origin before the end of your approved stay for reasons outside your control
- (iv) you have been granted Permanent Resident status in Australia.

## FURTHER INFORMATION

For specific information, please refer to Section 4.6.3 Policy on Refund of Fees, located in the Academic Program policy within the University Calendar at: [www.usq.edu.au/policy/calendar](http://www.usq.edu.au/policy/calendar)