

Charles Darwin University CRICOS Provider No. 00300K Fee Refund Policy for International Students

Charles Darwin University adheres to the following Fee Refund Policy based upon the policy formulated by the Australian Vice-Chancellors' Committee.

This agreement does not remove the right to take further action under Australia's consumer protection laws.

Students who wish to apply for a refund may obtain a *Refund Request Form* from a student facilitator at the International desk in the Uni Info Shop or from any staff member in the International Office. Students who are not in Australia may apply for a refund by emailing the relevant information to: *international.applications@cdu.edu.au*

1. Application Fees - Non-refundable

The application fee of \$A100 (included in the tuition fee) is non-refundable in all cases except in extenuating circumstances.

2. Total Refunds

2.1 In the event that an offer of a place is withdrawn, all compulsory fees paid are fully refundable.

Where an offer of place was made on the basis of incorrect or incomplete information supplied by the applicant/student, the University reserves the right to retain up to \$600 of the tuition fee.

2.2 Refunds if the registered provider defaults 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. Students must be advised of this before making any payment to the provider.

2.3 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.

2.4 A notice of withdrawal due to exceptional circumstances (see 4 below) may be accepted as grounds for a total refund of compulsory fees paid.

3. Partial Refunds

(Note: The guidelines for partial refunds apply equally to commencing students and continuing students.)

3.1 Where a student, after accepting an offer of a place, gives a minimum of four weeks written notice before the commencement of the semester of an inability to undertake the course, all tuition fees paid are refundable less an administrative fee of 15%, provided that the reasons for withdrawing are acceptable to the University.

3.2 Where a student gives less than four weeks written notice before the commencement of the semester of an inability to undertake the course, all tuition fees paid are refundable less 50% (including an administrative fee of 15%) provided that the reasons for withdrawing are acceptable to the University.

3.3 Where a student withdraws from a course within the first four teaching weeks of a semester, all tuition fees paid are refundable less 50% (including an administrative fee of 15%).

4. 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. Exceptional circumstances may include:

- (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); or
- (iv) political or civil event which prevents the student from accepting an offer of place.

5. No Refunds

A student who withdraws from a course, for whatever reason, after four teaching weeks shall not be eligible for a refund in any circumstance.

6. Fees refund related to international students who obtain permanent resident status in Australia

6.1 An international Higher Education student who is granted permanent resident status in Australia will be given the option of enrolling in a Commonwealth supported place, subject to place availability, or full fees paying place if available to domestic students. Permanent resident status is recognized from the date stamped on the student's passport, not the date on which the application for status is made.

6.2 If the Higher Education student has already paid the tuition fees applying to international students for the semester, a total refund of these fees will be payable to the student less any agent fee applying to the University if, in the first year of enrolment, the student has:

- (i) obtained permanent resident status by the census date for that semester; and
- (ii) been enrolled as a Commonwealth Supported Student under the Higher Education Support Act 2003, or
- (iii) has made arrangements with the University to pay fees as a domestic student.

6.3 If the Higher Education 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 to pay the student for a Commonwealth supported place or full fees applying to domestic students.

6.4 A Vocational Education and Training student who is granted permanent resident status in Australia will be entitled to a pro-rata tuition fees refund from the date of becoming an Australian permanent resident, minus a \$100 processing fee if they have been granted permanent residency during a course.

6.5 An ELICOS student who is granted permanent resident status in Australia is not entitled to a refund as International and Domestic fees are the same.

7. Refunds due to Exemptions

No refund of tuition fees will be made where a student after paying tuition fees for the semester, applies for and is granted exemptions for units within the program the student is enrolled in. Instead the fees will be credited towards the next semester's tuition fees.

8. Refunds due to Change of Course

Refund of tuition fees will not be made where a student, after paying tuition fees for the semester, applies for and is granted approval to change the program in which the student had been accepted. If the tuition fee for the new program is lower than the fees for the original program, the difference in fees will be credited towards the next semester's tuition fees.

9. Payment of Refunds

9.1 Where there is a written agreement between the University and the international student regarding the University's fees refund policy, the terms of that agreement will apply to the payment of refunds.

9.2 Where there is no such written agreement between the University and the international student, payment of refunds shall be made as follows:

- (i) Where the university defaults, within two weeks after the date of withdrawal of the offer of a place or notification that the university is unable to provide the course; or
- (ii) Where the student defaults, within four weeks after receiving a written claim from the student.

9.3 Refunds will 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.

10. Transfer to another Institution within Australia

If a student decides to transfer to, and has been accepted by, another institution within Australia after arrival in Darwin, or part way through the course of study at Charles Darwin University, the tuition fees which have been paid to the University by that student, less the relevant charges referred to in Section 2 above, will be transferred to the new institution. The money will not be refunded to the student.

11. Appeals process related to fee refunds

If a student wishes to appeal the process relating to fees refunds, he/she should contact the Student and Corporate Services Division's Student Equity Officers, who will advise on the University's dispute resolution processes.