



International Student Fee Policy

Authority Source: Vice-Chancellor

Approval Date: 27/04/2017

Publication Date: 22/03/2005

Review Date: 27/04/2020

Effective Date: 27/04/2017

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Accessibility: Public

Status: Published

In developing this policy the University had regard to the provisions of section 40B(1)(b) of the Human Rights Act 2004 (ACT).

PURPOSE:

1. This policy sets out the University of Canberra's requirements for charging, collecting and refunding international student fees.

SCOPE:

1. This policy applies to all international students undertaking a University of Canberra program of study in Australia. This includes students enrolled in a University of Canberra award program through the University of Canberra College. An international student is a student who:
 - is not an Australian citizen
 - does not hold a permanent resident visa
 - does not hold a permanent Australian humanitarian visa
 - is not a New Zealand citizen

Provisions relating to fees for University of Canberra students studying in their own countries are not part of this policy, although a number of principles underlying the present policy may also be applicable to those students.

This policy does not apply to students studying in the University of Canberra English Language Institute (UCELI). The policy covering these students is available at www.canberra.edu.au/uceli/policies.

PRINCIPLE:

International Student Fees Overview

1. International student fees are made up of:
 - Tuition fees;
 - Overseas Student Health Cover (OSHC);

- Student Services and Amenities Fee (SSAF); and
- Incidental fees for payment plans and late payment charges (where applicable).

Tuition fees

2. Tuition fees cover the cost of providing:
 - the course of study
 - access to the University Library, computer laboratories and other campus facilities and services
 - airport reception and orientation.

3. The tuition fee for each course is set according to both the level of study (undergraduate, postgraduate coursework or research) and the broad field of study. Fees are reviewed annually and published in the *International Student Tuition Fee Rates*. The Tuition Fee Rates show the indicative tuition fee for the selected course of study per annum.

The length of time for course completion is registered for each course on the *Commonwealth Register of Institutions and Courses for Overseas Students* (CRICOS).

4. Should a student decide to change their course, they will receive a new offer. The fee for the new course will be in line with the annual fee published for the year they commence the new course.

5. The actual tuition fee charged each teaching period may vary depending on the number and weighting of study units in which a student is enrolled in each teaching period.

Visa requirement

6. The Australian Government requires international students to complete their course within the expected duration as specified on the student's Confirmation of Enrolment (CoE). Full time study in the University of Canberra equates to 24 credit points per year. Tuition fees are calculated on the basis of a full time load.

Overseas Student Health Cover (OSHC) payment

7. The Australian Government requires that all international students on international student visas be covered by medical insurance (OSHC) for the duration of their stay in Australia. OSHC can be paid for the full length of the course together with the relevant tuition fee when students accept their place in the course. Students may authorise the University to arrange OSHC on their behalf by providing payment of the OSHC cost stated in their offer letter. The student's OSHC will then be scheduled with the University's preferred OSHC provider. It is the student's responsibility to maintain valid OSHC while in Australia.

Student Services and Amenities Fee (SSAF)

8. The University provides a number of student support services, including the provision of food services, sports and recreation, counseling, legal, health, advice on housing and employment, as well as independent student representation structures.

9. International students studying onshore will be required to pay the SSAF during each year of enrolment. The fee is calculated annually and published on the University of Canberra website at <http://www.canberra.edu.au/student-services/fees/ssaf>.

Payment of Fees

Payment options

10. Students are required to make fee payments for each teaching period of study as follows:

Commencing students

11. Commencing students must pay, at the time of accepting their offer, the required fee as stated in their offer letter. If the offer is conditional upon meeting certain entry conditions, for example a specific English language score, the student can still accept their offer, and the University will still accept fee payments. If the student is unable to meet the conditions of their offer and elects to withdraw prior to the census date, they are eligible for a full refund. However, if a student continues in their course beyond the census date, they are not eligible for a refund if they do not meet the conditions of their offer.

12. Indicative tuition fees for the current year are provided to the student at the time of their offer. International fees are reviewed annually and if the student commences in the following year, the student will be required to pay the set fee applicable for that course in the year in which the student commences.

Continuing students

13. Continuing students must pay the required fee by the census date for each teaching period. Students are able to download their statement of account via the MyUC student portal prior to the start of each teaching period. The invoice will indicate the payment date or dates by which payment must be made. The amount may vary for each teaching period according to any changes in the load of the units.

14. All fee payments must be made in Australian Dollars.

Late enrolment fees

15. If students do not complete their enrolment or re-enrolment by the specified date, a late enrolment fee may be charged.

Difficulties with payment

16. In exceptional circumstances, special payment arrangements may be made for students experiencing difficulties with payment. These arrangements will take account of students' financial and other circumstances. Written requests for special payment arrangements together with relevant documentation will be considered by the Director Student Connect or nominee.

17. Extension of payment will be advised in writing and will not be granted automatically. International students who are granted a payment plan will be charged an initial fee for the administration of the plan. Any payments not met by the agreed dates may also incur a late payment charge.

Non-payment of fees

18. Failure to pay fees by the due date will result in the cancellation of a student's enrolment.

19. A student whose enrolment is cancelled will retain their fee liability and will not be permitted to re-enrol in a subsequent teaching period until such time as the debt is paid in full or agreement has been reached between the student and the Director Student Administration about the arrangements for repayment.

20. Once any outstanding fees are paid, a student whose enrolment has been cancelled may apply for reinstatement in his/her course. A reinstatement fee may apply.

21. The University is required to advise the Department of Immigration and Citizenship (DIAC) of students on a student visa whose enrolment has been cancelled. This may affect the student's entitlement to stay in Australia.

Schedule of Fees and Charges

22. The schedule of fees and charges for all courses, including late fees, SSAF fees and other administrative charges can be found at <http://www.canberra.edu.au/student-services/fees>.

FEE VARIATIONS

23. If a student changes course after paying the fee for the teaching period concerned, there may be a variation to the student's fee liability. Any additional fees owed will be included in the student's subsequent invoice and must be paid by the date indicated on the invoice. Alternatively, any amount owed to the student will be credited towards the student's next fee payment or may be refunded to the student upon request. For example:

A student commences in a Bachelor of Arts in 2010 at a rate of \$15,435.00 per annum. In 2011 the student changes course to a Bachelor of Advertising in Marketing Communication at a rate of \$17,290. The student will now be charged the 2011 rate of \$17,290 to reflect the change of course.

Repeated units

24. Students who are required to repeat a unit will be charged the fee applying to the unit in accordance with the following:

- If the repeat enrolment is within the normal duration of the original course, the original fee for the unit will apply.
- If the repeat enrolment is outside the normal duration of the original course, the fee applying for the year in which repeat enrolment occurs will apply.

Research degree students

25. Research students who have not completed all requirements by the research census date of the relevant teaching period will be required to enrol and pay the teaching period fee by the due date.

PERMANENT RESIDENCY STATUS

26. An international student in the process of applying for permanent residency status is still an international student and must pay all required fees by the due date.

27. If a student obtains permanent residency prior to census date, then the student may apply and be considered for admission as a domestic student. Australian Government controls on the number of Commonwealth Supported Places for domestic sub-bachelor and postgraduate students may mean that a suitable place in the same course may not be available, in which case the Australian domestic student fee rate will apply.

28. If a student is granted Australian permanent residency and makes a written application for a refund before the first day of the teaching period then a full refund of tuition fees will be paid. If a student is granted Australian permanent residency after the census date the student will remain liable for payment of the relevant international student fee for that teaching period.

FEE REFUNDS

29. Both commencing and continuing international students are entitled to receive a full or partial refund of their fees under certain conditions.

Tuition Fees

30. The nominated prepayment amount for students accepting packaged offers to the University through Streamlined Visa Processing (SVP) partners is not refundable, except in accordance with clause 7 of this section.

31. For all other cases when a student, after accepting an offer of a place, decides to withdraw from the course:

- a. prior to the first day of the teaching period - the tuition fee will be refunded less an administrative charge of 10%

- b. after the first day of the teaching period and before census date - the tuition fee will be refunded less an administrative charge of 50%
 - c. after census date – no refund of tuition fees
32. The retention of an administrative charge is in recognition of the costs associated with the processing the admission and enrolment of international students.
33. When the University withdraws the offer of a place normally 100% of the tuition fee will be refunded, except in circumstances where the offer is withdrawn because the information or documentation provided by the student is fraudulent or incorrect, in which case the University reserves the right to retain the full amount of the tuition fee and any overseas representative's fee payable by the University.
34. When the University is unable to provide the course offered to the student, the total amount paid in tuition fees will be refunded.
35. When the University does not allow the student to continue their course because of poor academic progress, 100% of the tuition fee will be refunded for any teaching period paid in advance other than the teaching period in which the suspension took place.
36. Fees paid may be fully refundable where the student has been required to withdraw under exceptional circumstances.
37. Applications claiming a refund must be made in writing and sent together with complete documentation to the Director Student Connect before the end of the teaching period for which the refund is being claimed. Claims made beyond this time will be considered only in exceptional circumstances.
38. The above refund arrangements do not remove the right of students to take further action under Australia's consumer protection laws.

Overseas Student Health Cover (OSHC) payment

39. OSHC will be refunded if the student's payment has not already been sent by the University to the preferred supplier. Otherwise the student will be responsible for applying directly to the preferred supplier for the refund.

Student Services and Amenities Fee (SSAF)

40. Students who have paid the SSAF and decide to withdraw from their course before the census date will be entitled to a full refund of the SSAF. There will be no refund of the SSAF for students who withdraw after the census date.

Payment of Refunds

41. Refunds will normally be paid within four weeks from the date of receipt of a written request for a refund from the student. In the event that the University of Canberra is unable to provide a course of study, refunds will normally be paid within two weeks.
42. Refunds will be paid only in Australian Dollars. Refunds are normally made in the form of a bank draft or Electronic Funds Transfer (EFT) direct to the student, or to the person or sponsoring body paying fees on the student's behalf. Refunds will be paid only following full payment of any outstanding debts owed to the University, such as library fines, late fees or student loans.

APPEALS

43. An international student who is concerned about the administration or application of this policy may appeal against the decision using the [Student Grievance Resolution Policy](#)

44. Under the *Education Services for Overseas Students (ESOS) Act 2000*, an international student has the right to take further action under Australia’s consumer protection laws and other legal remedies if they are not satisfied with the implementation of this policy.

RESPONSIBILITIES:

Responsibilities for implementing this policy are as follows.

- Policy owner: Deputy Vice-Chancellor & Vice-President Students and Partnerships
- Policy custodian: Director Student Connect
- Policy contact: Manager, Enrolments and Fees

LEGISLATION:

This policy is governed by University legislation including the *Fees Statute 1995* and the *University of Canberra Fees Rules 2010*.

SUPPORTING INFORMATION:

Documents related to this policy are:

- *University of Canberra International Student Tuition Fee Rates*
- *University of Canberra Student Guide to Policies*
- *Education Services for Overseas Students Act 2000*
- *Higher Education Support Act 2003*
- *Higher Education Legislation Amendment (Student Services and Amenities) Bill 2010*

DEFINITIONS:

Terms	Definitions
Census Date	The last day to withdraw from a unit without academic and/or financial penalty. For semesters 1 and 2, the census date is normally the Friday of week 4 of semester and for Winter term it is normally the Friday of week 3.