

UNIVERSITY OF CANBERRA INTERNATIONAL STUDENT FEES POLICY

PURPOSE

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

OBJECTIVES

The broad policy objectives are to:

- Provide a single, comprehensive statement of the University of Canberra's policies in respect of international student fees
- Achieve a client-oriented, flexible, consistent and equitable approach to the collection and refunding of international student fees.

SCOPE

This policy applies to all international students undertaking a University of Canberra program of study in Australia. An international student is a student who:

- Is not an Australian citizen or permanent resident
- 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.

RELATED DOCUMENTS

Legislation

Education Service for Overseas Students Act 2000

Higher Education Support Act 2003

Codes

Australian Vice-Chancellors' Committee Code of Practice and Guidelines for Australian Universities

Policies

Policy for Setting Tuition Fees for International Full-fee Paying Students

Procedures

University of Canberra International Student Fees Procedures (*companion Procedures to be drafted*)

Publications

University of Canberra International Student Fee Schedule

University of Canberra International Undergraduate Guide

University of Canberra International Postgraduate Guide

POLICY

1. FEE CHARGES

International student fees are made up of:

- Tuition fees
- Amenities and services fee
- Overseas Student Health Cover payment

Tuition fees

Tuition fees cover the cost of providing:

- the course of study
- access to the University Library, Computer Centre and other campus facilities and services
- airport reception and orientation.

The tuition fee for each course is set according to the level of study and the broad field of study. Fees are reviewed annually and published in the *International Student Fee Schedule*. The Fee Schedule shows the total tuition fee for the selected course of study and an indicative annual fee.

The total tuition fee for an individual student will hold for the normal length of time to complete the course on a full time basis. The length of time for course completion is registered for each course on the Commonwealth Register of Institutions Courses for Overseas Students (CRICOS).

The actual tuition fee charged each semester may differ depending on the number and weighting of study units in which a student is enrolled in each semester. Enrolment in elective units outside the same discipline area may also result in a higher or lower unit fee being charged and may affect the total tuition fee charged for the course.

The Australian Government requires international students to study full time as a condition of their student visa. Full time study in the University of Canberra normally involves enrolment in a minimum of twelve (12) credit points each semester. Tuition fees are normally calculated on the basis of a full time load.

Note: The University is required to advise the Department of Immigration, Multicultural and Indigenous Affairs (DIMIA) of changes to a student's study program. Such changes may result in changes to the student's entitlement to stay in Australia

Amenities and Services Fees

All students are required to pay an Amenities and Services fee each semester to cover the provision membership of the University of Canberra Union which provides social and recreational activities and facilities on-campus as well as membership of the Students Association. Payment includes a compulsory Australian Government Service (GST) tax.

Amenities and Services fees are subject to annual review and may increase from year to year.

The Amenities and Services fee is identified separately in the offer letter sent to international students and in the fee invoice.

Overseas Student Health Cover (OSHC) Payment

The Australian Government requires that international students be covered by medical insurance (OSHC) for the duration of their study. OSHC must be paid together with the relevant tuition and Amenities and Services fees when students accept their place in the course.

OSHC can be paid either for the duration of the course of study or for a minimum of 12 months. Students paying OSHC annually are responsible for renewing their health cover directly with Worldcare Assist, the University's current provider for medical insurance for international students. Fees charged by Worldcare Assist may change on an annual basis.

2. PAYMENT OF FEES

Payment Options

Students are required to make tuition fee payments for each semester of study prior to course commencement under one of the following options:

- Two equal payments – 50% of the total course fee for the semester prior to course start date and 50% before the census date (usually the fourth Friday after the course start date)
- One payment of the total course fee for the semester prior to the course start date.

Split payments will not be available to international students for the first semester of study and for summer/non-standard semesters.

All fee payments must be made in Australian Dollars.

Commencing international students are required to make their payments in accordance with the *International Student Fee Procedures* attached to their offer letter or available online.

Commencing Students

Commencing students must pay the required fee by the date stated in their offer letter.

If the offer is conditional upon meeting certain entry conditions, for example a specific English language score, the University will not accept any fee payment until it has received proof that all the conditions stated in the offer letter have been met.

As students will not have chosen their units of study, the University's initial invoice will state the normal course fee for the relevant year. Once students have enrolled in their semester units a fee variation may be necessary (see below).

Continuing Students

Continuing students will be invoiced prior to the start of each semester.

The invoice will indicate the payment date or dates by which payment must be made.

Late Enrolment Fees

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

Difficulties with Payment

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 extension of payment together with relevant documentation will be considered by Director, UC International. Extension of payment will be advised in writing and will not be granted automatically.

Non-Payment of Fees

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

A student whose enrolment is cancelled will retain her/his fee liability and will not be permitted to re-enrol in a subsequent semester until such time as the debt is either paid in full or agreement has been reached between the student and the Director UC International about the arrangements for repayment.

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

Note: The University is required to advise the Department of Immigration, Multicultural and Indigenous Affairs (DIMIA) of students whose enrolment has been cancelled. This may affect the student's entitlement to stay in Australia

3. FEE VARIATIONS

If a student changes units after paying the fee for the semester 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. Students do not need to apply for a fee refund/credit; this will occur automatically.

Repeated Units

Students who are required to repeat a unit will be charged the fee applying to the unit at the time of repeat enrolment. If repeat enrolment is within the normal duration of the original course, the original fee for the unit will apply. If the re-enrollment is outside the normal duration of the original course, the unit fee applying for the year in which re-enrolment occurs will apply.

Research Degree Students Submitting a Thesis

Research students who have completed all academic requirements by the first day of semester may submit their completed thesis without re-enrolling if the thesis is submitted within 28 days after the first day of semester.

Research students who have not completed all requirements by the first day of semester will be required to enrol and pay the semester fee by the due date.

4. PERMANENT RESIDENCY STATUS

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

If a student obtains permanent residency before the first day of semester or prior to census date (usually the fourth Friday after the first day of semester), 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 students mean that a suitable place in the same course may not be available.

If a student is granted Australian permanent residency and makes a written application for a refund before the first day of semester then a full refund of tuition fees will be paid.

If the change in status and the request for refund occurs after the first day of semester and before the census date then 50 per cent of the tuition fee will be refunded.

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 semester.

5. FEE REFUNDS

International students are entitled to receive a full or partial refund of their fees under certain conditions:

When the student, after accepting an offer of a place, decides to withdraw from the course:

- prior to the first day of semester - 90% of the tuition fee will be refunded
- after the first day of semester and before census date (usually fourth Friday after first day of semester) - 50% of the tuition fee will be refunded
- after census date – no refund of tuition fees

All tuition fees paid may be fully refundable where the student has been required to withdraw under exceptional circumstances, including:

- Inability to obtain a student visa
- Illness or disability prior to the start of the course
- Death of the student or immediate family member (parent, sibling, spouse or child) or
- Political, civil or natural event in the student's home country.

Documentary evidence must be provided detailing the circumstances affecting the student.

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 10% of the tuition fee and any overseas representative's fee paid by the University.

When the University is unable to provide the course offered to the student the total amount paid in tuition fees will be refunded.

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 semester paid in advance other than the semester in which the suspension took place.

Applications claiming a refund must be made in writing and sent together with complete documentation to the Director UC International before the end of the semester in which the claim is made. Claims made beyond this time will be considered only in exceptional circumstances.

Notes:

- The above refund arrangements do not remove the right of students to take further action under Australia's consumer protection laws.
- The University has a separate Amenities and Services Refund policy which applies to all students of the University.

6. PAYMENT OF REFUNDS

Refunds will normally be paid within four weeks from the date of receipt of a written request for a refund from the student, or the date of clearance of the original payment, whichever is later.

In the event that the University of Canberra is unable to provide the course, refunds will normally be paid within two weeks.

OSHC will be refunded if the student's payment has not already been sent by the University to Worldcare Assist, otherwise the student will be responsible for applying direct to Worldcare Assist for the refund.

Refunds will be paid only in Australian Dollars. Refunds are normally made in the form of a bank draft or 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.

7. APPEALS

An international student who is concerned about the administration or application of this policy may appeal against the decision using the University's Student Grievance Resolution Procedure, http://www.canberra.edu.au/secretariat/studgriev_proc.html

Consistent with the Educational Services for Overseas Students (ESOS) Act of 2000, the University of Canberra Refund Policy for international students does not remove the right of students to take further action under Australia's consumer protection laws and other legal remedies.

