

Student Number: 45065596  
Date of Birth: 29 April 1999

For further enquiries please contact:  
Shinyway Int - Sydney

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01 August 2017

Dear Yulong,

#### Offer Letter

Congratulations. I am delighted to be able to offer you a place to study at The University of Queensland (UQ). Important details about your offer are as follows:

<b>Program:</b>	Bachelor of Information Technology
<b>CRICOS code:</b>	001952K
<b>Plan:</b>	Undeclared
<b>Program duration:</b>	6 Semesters (Full-Time)
<b>Total units to be completed:</b>	48
<b>Commencement:</b>	19-Feb-2018 (Compulsory orientation begins: 12-Feb-2018)
<b>Completion date:</b>	27-Nov-2020
<b>Faculty:</b>	Faculty of Engineering, Architecture & Info Tech
<b>School/Institute:</b>	School of Civil Engineering
<b>Campus:</b>	St Lucia
<b>Indicative annual tuition fee:</b>	AUD\$38,512
<b>SSAF:</b>	An annual Student Services and Amenities Fee applies
<b>Initial payment (tuition deposit):</b>	AUD\$8,000
<b>OSHC:</b>	AUD\$2,055: Single Overseas Health Cover

Please take the time to read the information given in the next few pages of this offer letter. Further details about your program can also be found at the UQ Future Students website: <https://future-students.uq.edu.au/study>.

May I welcome you to the UQ community. We look forward to you enrolling and commencing your studies with us.

Yours sincerely,



Mark Erickson  
Academic Registrar

### Accepting your Offer

You can go ahead and accept this offer.

You should accept this offer by **31 December 2017**. Please note that this acceptance date is not a strict deadline but is a date which allows sufficient time for us to process your acceptance and issue a Confirmation of Enrolment (CoE), if necessary. If you are unable to meet this date, please contact your Education Representative or Admissions Officer for advice. In addition, if you require a Student Visa, you should also factor in the time that it may take for your visa to be issued.

To accept your offer and reserve your place in the program, please log in to the UQ Online Application Portal at <https://apply.uq.edu.au/> and follow the instructions to accept (unless you are under 18 at the time you are due to commence your program, in which case please see 'Under 18' below). Once conditions of your offer have been met, an invoice will be generated for your tuition deposit and OSCHC (see Notes below) when you accept providing you with further details, including how to pay.

Sponsored students will be asked to provide a copy of their scholarship/sponsorship letter. Scholarship providers/sponsors will be invoiced directly according to the terms and conditions of the Financial Guarantee.

If you are unable to accept the offer for the semester indicated, it may be possible for you to defer your commencement to a future semester. To request a deferral, go to 'Request a Change' in the UQ Online Application Portal. Please note that a deferred commencement may result in a change of tuition fees payable.

#### Under 18

If you will be under 18 at the time you wish to accept this offer, you will need a parent or legal custodian (i.e. legal guardian) to accept the offer. For this reason, you will find an Acceptance document with this letter which should be completed and signed by your parent or legal guardian and then uploaded via the Student Portal as part of the acceptance process.

If you will still be under 18 at the time you are due to commence your studies, please refer to the Guardian Form for International Students Under 18 Years of Age form which has also been sent to you with this offer. This form will need to be completed and returned before we will be able to issue a Confirmation of Enrolment (see below). If, however, you do not have a parent or legal custodian or suitable relative (approved by the Department of Immigration and Border Protection) living in Brisbane, you may apply for UQ's [Supervision Program](#). Under the [Supervision Program](#), UQ approves the accommodation, support and general welfare of students who apply and are accepted for the Supervision Program until they are 18 years old.

#### Guaranteed accommodation

The University offers guaranteed accommodation to individual students who will be over 18 years of age when taking up their place of residence and who meet certain criteria. Students must have accepted their

UQ offer. Full details on eligibility, closing dates, accommodation possibilities and how to apply are given in the [Guaranteed Accommodation](#) section of the UQ website.

### Confirmation of a Place

Once the University is satisfied that all requirements have been met for you to take your place in the program, the University will issue you with: *either* an electronic Confirmation of Enrolment (CoE) if you require a Student Visa, *or* an acknowledgement of your acceptance if you already hold a substantive visa which enables you to study at UQ.

On receipt of the CoE, you may proceed to apply to the Department of Immigration and Border Protection for a Student Visa (see Notes below).

### Notes

#### OSHC

As an international student, it is a condition of your Student Visa that you have Overseas Student Health Cover (OSHC) for the duration of your student visa in Australia. The University can assist you by arranging cover through its preferred provider Allianz Global Assistance ('AGA') - [www.allianzassistancehealth.com.au](http://www.allianzassistancehealth.com.au). The University will receive an administration fee from AGA for arranging the Essentials policy cover for you. Please find further information on this policy at: <http://www.uq.edu.au/international-students/docs/Essentials-cover-UQ.pdf>

OSHC coverage, including out of hospital and in hospital medical services, are detailed in the policy document that you will receive.

If you choose another OSHC provider, you will need to provide evidence of payment when your acceptance and payment documents are returned to UQ. Please note that UQ can only accept proof of cover with an OSHC provider approved by the Australian government. These providers are - Allianz Global Assistance, Australian Health Management, BUPA Australia, Medibank Private, and Nib OSHC.

#### Student Visa applications

All applications for a Student Visa (subclass 500) must be lodged online via the DIBP's ImmiAccount - <http://www.border.gov.au/immiaccount>. Please note that for your visa application to be processed, your application must be complete when lodged. For information about the documents you will need to provide to the DIBP, go to the Document Checklist Tool - <https://www.border.gov.au/Trav/Visa-1/500->

## **Notice on Fees**

### **Program based fees**

International student tuition fees are program-based. Program-based fees mean all courses you undertake in your program, in a given academic year, are charged at the same tuition fee rate.

The indicative annual year tuition fee on your offer letter is based on a standard full-time study load for the year listed (commencing Semester 1).

Tuition fees for less than a standard full-time study load for the year would be lower and fees would be higher if you study more than the standard load.

The University reserves the right to vary the fees charged to a student during their enrolment. Fees are subject to annual review and may increase from 1 January each year. As a result, it is not possible to calculate precisely the total cost of a program in advance.

More information about tuition fees is available on the University's Future Students website under '[Applying](#)'.

International tuition fees for 2019 and beyond have not yet been finalised. Indicative fees for students commencing a program in 2019 are expected to be available on the [Future Students website](#) from December 2017.

### **Student Services and Amenities Fee (SSAF)**

UQ charges a capped annual [Student Services and Amenities Fee \(SSAF\)](#).

### **Administrative charges**

The University's [Fee Rules](#) contain administrative charges that may apply.

### **Payment of fees**

Your deposit will not fully cover your tuition fees for your first study period of enrolment. Once you enrol, UQ's student information system (mySI-net) will automatically calculate your fees each study period. Any outstanding balance of fees (plus the SSAF) must be paid by the fees due date. Penalties apply for unpaid fees after the fees due date. Your enrolment in a study period is not confirmed until all fees have been paid.

### **Refunds**

Please refer to the enclosed '[Student Refunds - Procedures](#)' document.

## GENERAL TERMS AND CONDITIONS OF OFFER

### You are required to:

- Retain your original application supporting documents and bring your originals to campus in case you are asked to provide them to the University for verification purposes.
- Comply with the [statutes and rules](#) of UQ and with the decisions of the constituted authorities of UQ so far as they may apply to you.
- Comply with the University's rules and policies as set out on the [UQ Policy and Procedures Library website](#), in particular [3.60 Student Rights and Responsibilities](#).
- Acknowledge that, should you wish to change your enrolment to an alternative program, you will be bound by any requirements or limits on enrolment into that program.
- Accept liability for the payment of your fees and advise UQ immediately, in writing, should there be any material change, of an adverse nature, to your financial capacity.
- Abide by the conditions of your student visa, including;
- Maintain valid Overseas Student Health Cover (OSHC) for yourself and your dependants who accompany you to Australia.
- Maintain full-time enrolment in your studies and progress to the satisfaction of your Faculty.
- Maintain sufficient financial capacity for yourself and your dependants who accompany you to Australia.
- Inform UQ immediately in writing of any change to your visa status, address, email or phone number.
- Observe restrictions on work hours including any permissions granted by the Department of Immigration and Border Protection.
- Ensure that your studies at the University will meet the requirements of any relevant statutory, professional or industry body, and be capable of recognition by the tertiary institutions of countries in which you may wish to work or study.
- Acknowledge that if you wish to transfer to another registered provider in Australia before you have completed at least 6 calendar months of your primary program at UQ you will be bound by UQ's transfer policy and understand that transfer will only be permitted in certain circumstances.

### The University of Queensland:

- Reserves the right to withdraw your offer, or cancel your enrolment at any time should it be found that incomplete or inaccurate information was provided by or on behalf of you or so as to comply with sanction laws (international or domestic), and Australian export control laws.
- Has an obligation under the [Education Services for Overseas Students \(ESOS\) Act and The National Code 2007](#) to report students who do not commence on the agreed start date. A later commencement date may be possible, subject to approval.
- Reserves the right to request, at any time, your original documentation for verification. Failure to provide the original documents for verification when requested may result in withdrawal of the offer of a place, cancellation of enrolment and, where relevant, rescinding of any awards conferred if the qualifications used as the basis of admission are unable to be verified.
- Reserves the right to withdraw your place in the program at any time in the event that you have misled the University, made a false declaration, or have been involved in any fraudulent act or omission in the process of obtaining a place in the program.
- May provide your personal information to the Australian Government, or designated authorities, where needed to ensure compliance with the conditions of your visa and any Australian immigration, education, sanction or export control laws.
- May provide your personal information and/or details of your academic progression to a third party for essential UQ business, i.e. OSHC provider, scholarships providers.

### Note: Education Services for Overseas Students (ESOS) Act (Cth) 2000

Please be aware that international Student Visa holders have specific rights and obligations under the Education Services for Overseas Students (ESOS) Act and The National Code 2007. To view these, please go to <https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOS-Regulations/Pages/default.aspx>

## STUDENT REFUNDS – PROCEDURES

### 1. Purpose and Objectives

These procedures enact PPL 3.40.01 Student Fees policy of The University of Queensland (UQ). These procedures outline the processes for refunding international and domestic student fees and charges, including circumstances in which the University will refund all or part of the fees and charges paid, the circumstances in which the University is unable to provide a refund, how to apply for a refund and how refunds are paid.

### 2. Definitions, Terms, Acronyms

**Agreed starting day** - the day on which a program was scheduled to start, or a later day agreed between the University and the student.

**Census date** – the date in the University's academic calendar by which all enrolment requirements must be finalised for a given study period (March 31 for semester 1; August 31 for semester 2; December 18 for Summer semester (this may change); the dates set annually for trimesters; intensive teaching periods and medical rotation periods; the first day of the second month of a research quarter).

**Commencing student** – an international student who has accepted a place in a program at the University including an international student who has accepted a package offer, or an international or domestic student enrolled prior to the census date of the first study period of enrolment at the University.

**Commonwealth scholarship** - A postgraduate research scholarship payable under Part 2-4 of HESA.

**Commonwealth supported student** – a domestic student enrolled in a Commonwealth supported place.

**Continuing student** – means either:

- a student who is enrolled after the census date of the first study period of enrolment; or
- the meaning given under the *Commonwealth Scholarships Guidelines (Research) 2017*.

**Course** – a distinct unit of study for which a result is given, identified by its alphanumeric code, a title and a fixed unit value.

**Default day** – in relation to a default means:

- (a) the agreed starting day; or
- (b) day on which a program ceases to be provided to a student; or
- (c) day on which a student withdraws from a program; or
- (d) day on which the University refuses to provide or continue providing a program to a student.

**Domestic student** – a student who is an Australian citizen, New Zealand citizen, or Australian permanent resident (including Australian Permanent Humanitarian Visa holders).

**FEE-HELP** – the Australian Government loan scheme available to eligible domestic students to pay tuition fees for units of study (courses) that are not Commonwealth supported, through a HELP loan repayable to the Australian Taxation Office.

**First study period of enrolment** - the study period in which the student commenced or was to commence a program at the University.

**HECS-HELP** – the Australian Government loan scheme available to eligible Commonwealth supported students allowing them to defer payment of their student contribution through a HELP loan repayable to the Australian Taxation Office.

**HESA** – [Higher Education Support Act 2003](#).

**Incidental fee** - a fee for a good or service related to the provision of a course or program that is additional to a student contribution amount or tuition fee and which meets one of the criteria set out in chapter 7 of the Higher Education Provider Guidelines and HESA [HESA paragraph 19-102(3)(f)].

**International student** – a student who is not a domestic student; also known as an overseas student.

**Program** – a sequence of study leading to the award of a qualification such as a bachelor degree, graduate diploma or certificate or masters degree or Higher Degree by Research.

**Provisional enrolment** – under the University's [Fee Rules](#) and [Enrolment and Academic Progression Rules](#), a person is not taken to be effectively enrolled in a program or course in a study period until all relevant fees and charges have been paid to the University.

**Higher Degree by Research (HDR)** - is a Research Doctorate (AQF10) or Research Masters (AQF9) program for which at least two-thirds of the student load for the program is required as research work.

**Research Training Program (RTP) scholarship** may include an *RTP Fees Offset* paid to individual students by way of satisfaction of their liability for tuition fees; *RTP Stipend* to assist students with their living costs while undertaking an *HDR*; and *RTP Allowances* to assist students with ancillary costs of an *HDR*.

**SA-HELP** – the Commonwealth loan scheme available to eligible domestic students to pay their student services and amenities fee through a SA-HELP loan repayable to the Australian Taxation Office.

**Scheduled start date** – the date a study period commences according to the University's academic calendar or the date determined by the Academic Registrar.

**Student contribution amount (SCA)** – the fee a student enrolled in a Commonwealth supported place is required to pay for each course.

**Student default** –

- (a) the student did not commence the program on the agreed starting day; or
- (b) the student withdrew from the program either before or after the agreed starting day; or
- (c) the University cancels the student's enrolment because of one or more of the following events –
  - (i) the student failed to pay an amount he or she was liable to pay; or
  - (ii) the student breached a condition of his or her student visa; or
  - (iii) misconduct by the student.

**Student Services and Amenities Fee (SSAF)** – the capped annual fee charged by the University for student services and amenities of a non-academic and non-political nature.

**Study period** – a semester, trimester, research quarter, medical rotation or teaching period.

**Tuition fee** – the fee the University receives, either directly or indirectly from a student or intending student, or another person who pays the fee on behalf of a student or intending student, that is directly related to the provision of a program or course the University provides or is offering to provide.

**Tuition fee deposit amount** – the tuition fee deposit set for payment by an international student before the agreed starting date of the first study period of enrolment, to accept an offer of admission to a program at the University, which is credited to the student's UQ student fee account.

**Uncollected funds** – an amount in credit on a student's account which has been inactive for a period of 15 months.

**University default** – the University fails to start to provide a program to the student on the agreed starting date or the program ceases to be provided to the student at any time after it starts but before it is completed; and the student has not withdrawn before the default day.

**Unspent funds** – payments by or on behalf of a student, to a student's UQ account, which have not been applied to a debt related to a student's fees (also known as excess cash).

**UQ-Ochsner student** – an overseas student enrolled in a medical program at the University under the partnership

agreement between the University and the Ochsner Health System who is charged tuition fees in US dollars.

**Withdrawal** – to cease study at The University of Queensland.

### **3. Procedures Scope/Coverage**

These procedures apply to all staff and future, current and former students of the University.

### **4. Procedures Statement**

Refunds must be made to students in accordance with the provisions of the [ESOS Act](#) and its legislative instruments, [HESA](#) and its legislative instruments, and the University's rules and policies.

### **5. Application Fee – International Students**

5.1 A non-refundable application fee is payable for international student applications for admission to the University.

5.2 The Director, Intl Mktg, Rec & Admission, UQ International may exempt some international student cohorts from payment of the application fee.

### **6. Deposit Amount – International Students**

6.1 International students are required to pay the deposit amount stipulated in their letter of offer concurrently with or after accepting an offer of a place in a program at UQ; this amount may include a pre-paid UQ tuition fee amount, [OSHC Allianz Global Assistance](#) premium and fees for English language training at the Institute of Continuing and [TESOL](#) Education ([ICTE-UQ](#)).

6.2 The required UQ tuition fee deposit amount is non-refundable after acceptance of a place in a program except in certain cases of student default (see Section 7) or where the University is unable to deliver the UQ program (see Section 11).

6.3 An international student may elect to pay more than the tuition deposit amount specified in the letter of offer, but is not required to do so, however the University cannot accept payment of more than a total program tuition fee.

6.4 For refunds of fees paid to [ICTE-UQ](#) for English language study, refer to the [ICTE-UQ refund policy](#).

6.5 For refunds of Overseas Student Health Cover (OSHC) refer to Section 18.6.

### **7. Student Default - Commencing International Students**

7.1 A commencing international student who withdraws in writing from a program:

7.1.1 21 calendar days or more before the scheduled start date of the first study period of enrolment will be charged a cancellation fee of AUD\$1,000 or if the student is a UQ-Ochsner student whose written contract with the University requires payment of tuition fees in US dollars, the student will be charged USD\$1,000; or

7.1.2 Less than 21 calendar days before the first study period commences until the [census date](#) of the study period, will be charged a cancellation fee of AUD\$3,000, or if the student is a UQ-Ochsner student who is required to pay tuition fees in US dollars, the student will be charged USD\$3,000; and

7.1.3 The remainder of tuition fees paid will be refunded as per the provisions of Section 18.

7.1.4 If the reason for the withdrawal from the program is because the student was refused a student visa, tuition fees paid for the commencing study period will be refunded as per the provisions of Section 18, subject to application of relevant administrative charges.

7.2 An international student who does not commence at the University on the agreed starting day and has not previously withdrawn:

7.2.1 Will have any tuition fee paid refunded, as per the provisions of Section 18, less a cancellation fee of AUD\$3,000, or if the student is a UQ-Ochsner student, less a cancellation fee of USD\$3,000.

7.2.2 Where a student is unable to obtain a student visa and is therefore unable to commence a program, the University will refund the tuition fee deposit amount paid as per the provisions of Section 18, subject to application of relevant administrative charges.

7.3 A commencing international student whose provisional enrolment in the first study period is cancelled for non-payment of all fees and charges:

7.3.1 Is eligible to have any tuition fee amounts paid for the study period refunded as per the provisions in Section 18, less an AUD\$3,000 cancellation fee or if the student is a UQ-Ochsner student who is required to pay tuition fees in US dollars, a USD\$3,000 cancellation fee.

7.3.2 If the reason for non-payment of all fees and charges is because the student was refused a student visa, any tuition fees paid for the commencing study period will be refunded as per the provisions of Section 18, subject to application of relevant administrative charges.

#### 7.4 Determination of special cases:

A commencing international student can apply to the Academic Registrar to request a variation of the cancellation fee in the following circumstances:

7.4.1 The student failed to meet the University's English language entry requirements; or

7.4.2 The student submits a duly completed written agreement with the University which defers commencement of the program by no more than one year and the student is enrolled on the scheduled start date of the first study period of enrolment as per the written agreement with the student; or

7.4.3 The student has studied a program previously at the University; or

7.4.4 Where an issue is not clearly dealt with in the [Fee Rules](#).

7.5 A student who is dissatisfied with the refund assessment decision made by the Academic Registrar has the right to apply to the Deputy Vice-Chancellor (Academic) in writing for a review of that decision, as outlined in Section 20.

7.6 Prior to enrolment in the first study period, where the University withdraws the offer of a place due to the provision by the student of incorrect or incomplete information in an application for admission, a student will be refunded tuition fees paid in advance for a program, as per Section 18.

7.7 Where a commencing international student defaults but there is no compliant written agreement between the University and the student which sets out the refund arrangements that will apply in those circumstances, the University will refund all tuition fees paid for the study period, as per the provisions of Section 18.

### 8. Student Default - Continuing International Students

8.1 A continuing international student who cancels enrolment or withdraws from a program in writing to the University:

8.1.1 on or before the [census date](#), will be fully refunded the tuition fees paid for the current study period of enrolment, as per the provisions of Section 18; if the student was in receipt of financial aid for the study period, the provisions of Section 13.1 will apply.

8.1.2 after the [census date](#) will not be refunded tuition fees, unless the student has been granted removal of financial liability under special circumstances.

8.2 Where a student is unable to complete a course(s) or program due to visa refusal the University will refund tuition fees paid for the study period in which the default occurs, as per the provisions of Section 18.

8.3 Where the University has not entered into a written agreement with a continuing international student that sets out the refund requirements that apply if a student defaults, the University will refund all tuition fees paid for the study period in which the student has defaulted, as per the provisions of Section 18.

### 9 Suspension, Expulsion or Cancellation of Enrolment

9.1 A student suspended, expelled or refused further enrolment in a study period in accordance with the University's established student discipline policies and procedures, is not entitled to a refund of tuition fees or upfront student contribution amounts paid for that study period, if the student's enrolment is suspended or terminated after the census date for the study period.

9.2 A student whose provisional enrolment is cancelled following refusal of enrolment for unsatisfactory academic progress (show cause) will be eligible for a refund of any tuition fee or student contribution amount paid for the study period, as per the provisions of Section 18.

9.3 For suspension or termination of enrolment prior to the census date of a study period, tuition fees or upfront student contribution amounts paid for the study period and/or paid in advance for future study periods will be refunded as per the provisions of Section 18.

9.4 A student whose provisional enrolment is cancelled for non-payment of all fees and charges is eligible for a refund of any tuition fees or upfront student contribution amounts paid for the study period, as per the provisions of Section 18.

## **10 Refund of Fees – Domestic Students**

10.1 Students withdrawing from a unit of study (course) on or before its [census date](#) will be given a full refund of a tuition fee paid for the unit of study or a student contribution amount paid upfront for the unit of study, as per the provisions of Section 18.

10.2 After the [census date](#) the University will not refund a student contribution amount or a tuition fee for a unit of study (course) unless the student has been granted removal of financial liability.

10.3 After the [census date](#) remission of a HECS-HELP or FEE-HELP debt for students granted removal of financial liability, will be processed in accordance with the relevant legislation [HESA 137-5(4); 137-10(4)].

## **11. University Default**

In the event of a program not being delivered:

11.1 If the University is unable to deliver a coursework program in full, the student will be offered a full refund of all tuition fees or student contribution amounts (SCA) paid for the study period in which the default occurs and any tuition fees or SCA paid in advance for future study periods in the program or the student may be offered enrolment in another program by the University.

11.2 If the University is unable to deliver suitable advisory support to an HDR student, the student will be offered a full refund of all tuition fees paid for the research quarter in which the default occurs and any tuition fees paid in advance for future study periods of the program.

11.3 If the student seeks a refund, as per the provisions of Section 18, it will be paid within 14 days of the day on which a completed refund request is received.

11.4 If a student chooses placement in another program, the University will ask the student to submit a duly completed document to indicate that the student accepts the placement.

11.5 Tuition fees paid for study periods completed prior to the study period in which a default occurs will not be refunded, unless the provisions of Section 17 apply.

## **12. International Students Granted Australian Permanent Residency or Australian or New Zealand Citizenship**

12.1 An international student granted Australian permanent residency or Australian or New Zealand citizenship on or before the [census date](#) in a study period, who, by the census date, provides the University with the appropriate documentary evidence of changed visa status, and continues their current enrolment as a domestic student, must pay full domestic student tuition fees for the study period in which the status changed and for any study period thereafter unless a Commonwealth supported place is obtained by the study period census date.

12.2 Any payment of tuition fees in excess of the domestic fees and charges for the study period may be refunded to the student, as per the provisions in Section 18.

12.3 If permanent residency is granted after the [census date](#) the University will not refund international tuition fees paid for the study period.

## **13. Students in Receipt of Financial Aid**

13.1 Under US Federal William D. Ford Direct Loan Program guidelines, the University is required to return the unearned portion of funds provided for study purposes to the financial institution administering the US Government loan, if the student granted the loan drops all course enrolments in a study period, having completed 60% or less of the study period.

13.2 If a student withdraws from all course enrolments in a study period, having completed 61% or more of the study period, no tuition fees are refunded to the student, unless the student is successful in an application for removal of financial liability due to special circumstances after the census date, as detailed in Section 17, or the student withdraws as a result of a student visa refusal (see Section 8.2), in which case refund is made as per the provisions of Section 18.

## **14. Students in Receipt of UQ Research Scholarships**

No tuition fee refund is applicable to a student whose tuition fee has been offset by an RTP Fees Offset scholarship or by a UQ Tuition Fee Offset Scholarship.

## **15. Refund of Student Services and Amenities Fee (SSAF)**

15.1 The Student Services and Amenities Fee (SSAF) is non-refundable once incurred and a SA-HELP debt cannot be removed once incurred.

15.2 Prior to the incurral date, SSAF payments are refunded as per the provisions of Section 18.

## **16. Refunds of Overseas Student Health Cover (OSHC)**

### **16.1 OSHC Allianz Global Assistance**

16.1.1 If an international student cancels OSHC cover prior to arrival in Australia, [OSHCO SHC Allianz Global Assistance](#) will refund the OSHC amount paid.

16.1.2 If an international student cancels OSHC cover after arrival in Australia, [OSHCO SHC Allianz Global Assistance](#) will refund the OSHC amount paid, less a minimum cover period of three months.

16.1.3 Where OSHC is paid by a UQ administered scholarship, no refund will be payable to the student.

### **16.2 Other healthcare providers**

Students who use other healthcare providers should consult their provider about refund provisions in the event of cancellation.

## **17. Refunds in Special Circumstances After the Census Date**

In the event a student's application for removal of financial liability after the census date, as per PPL [3.50.10 Removal of Financial Liability Due to Special Circumstances](#), is successful, the refund procedures outlined in Section 18 apply.

## **18. Application for and Payment of Refunds**

18.1 Amounts paid to the University for a given study period, by or on behalf of a student, may be used to settle previously incurred debts to the University which are outstanding. Students may request refunds of unspent funds.

18.2 To apply for a refund:

18.2.1 Students complete and submit the [Student Fees Refund Request](#) form.

18.2.2 International coursework students wishing to withdraw completely from a program must complete an [Application to Withdraw](#) form and a [Student Fees Refund Request](#) form.

18.2.3 International Higher Degree by Research (HDR) students wishing to withdraw completely from an HDR program must complete a [Change of Candidature Status](#) form and a [Student Fees Refund Request](#) form.

18.2.4 Continuing students or students who have commenced their studies or international students who have arrived in Australia, submit a completed [Student Fees Refund Request](#) form to the Student Centre or via their UQ student email account to [fees@uq.edu.au](mailto:fees@uq.edu.au).

18.2.5 Prior to arrival in Australia, commencing international students may send a scanned copy of a completed [Student Fees Refund Request](#) (and withdrawal form(s) if relevant) to:  
[applicationstatus@uq.edu.au](mailto:applicationstatus@uq.edu.au).

18.3 Refunds are processed within 28 days of the University's receipt of a completed refund request; unless the provisions in Section 11 apply, in which case the refund will be paid within 14 days of receipt of the form. If information provided is not complete or further information is required, the processing timeframe will commence once the required information is submitted.

18.4 Refunds are generally made to the student, with some exceptions as specified below:

18.4.1 Refunds on credit card transactions will be returned to the same account used for the original payment, where possible. Payments received by UQPay are refunded to the payer's credit card provided the payment was made within the past twelve months and the card is still valid.

18.4.2 For other types of payments received, refunds can be paid into a nominated Australian bank account or transferred to a nominated overseas bank account.

18.4.3 Payments made by newly commencing international students via Flywire will be refunded via Flywire were possible, to the payment source, in the currency used to make payment.

18.4.4 Where a student's fees have been paid by a sponsor who has entered into a Third Party Contract with the University, the refund will be paid to the sponsor.

18.4.5 Where a student's fees have been paid under an internal University of Queensland scholarship agreement, any refund will be made to the relevant organisational unit of the University.

18.4.6 For students in receipt of financial aid, no refunds will be directly payable to the student, unless the circumstances in Section 13.2 apply.

15.4.7 Where payment is made via an authorised UQ agent, the student may specify a different account for payment of a refund.

18.4.8 For circumstances not covered under Section 18, a student may apply in writing to the Academic Registrar to have a refund remitted to a different account.

18.5 Refunds of tuition fees to a UQ-Ochsner student, whose written contract with the University requires the student to pay all tuition fees in US dollars, will be made in US dollars.

18.6 For refunds of OSHC premiums with [OSHCO Allianz Global Assistance](#):

18.6.1 A student who cancels their OSHC cover prior to arrival in Australia applies for a refund of OSHC by submitting a completed [Student Fees Refund Request](#) form to [applicationstatus@uq.edu.au](mailto:applicationstatus@uq.edu.au).

18.6.2 A student who cancels their OSHC cover after arrival in Australia, applies directly to [OSHCO Allianz Global Assistance](#) for a refund.

18.7 Requests for refunds of incidental fees are made to the relevant School or enrolling unit.

## **19. Refunds of Uncollected Funds**

19.1 Students must:

- check their student account for any uncollected funds;
- complete a [Student Fee Refund Request](#) form, if the student requires a refund of the uncollected funds; and
- maintain their current contact details in [mySI-net](#).

19.2 Finance and Business Services (FBS) Division will liaise with the Administrative Services Division (ASD) prior to contacting students with uncollected funds.

19.3 After 15 months, UQ will contact students with uncollected funds by their current contact details recorded in [mySI-net](#). UQ is not obliged to contact a student if:

- there are no contact details recorded in [mySI-net](#); or
- the amount of the uncollected funds is equal to or less than \$55.

19.4 If the student does not complete a [Student Fee Refund Request](#) form or contact Student Fees and Scholarships within 30 days of the date of UQ notification to the student of uncollected funds, the student agrees that the uncollected funds are transferred to a University fund to support students in hardship.

19.5 Uncollected funds:

a) equal to or less than \$55 will be ineligible for refund once transferred to a University fund to support students in hardship

b) greater than \$55, which have been transferred to a University fund to support students in hardship, may not be eligible for a refund.

## **20. Appeals**

20.1 A student may seek a review of a refund decision by writing to the Academic Registrar, as per the provisions of the University's [Student Grievance Resolution Policy](#).

20.2 Where a review of a decision made by the Academic Registrar is sought, a student may appeal in writing to the Deputy Vice-Chancellor (Academic), as per the provisions of the University's [Student Grievance Resolution Policy](#).

20.3 An appeal of a decision of the Deputy Vice-Chancellor (Academic) related to the remission of a HECS-HELP or FEE-HELP debt can be made to the Administrative Appeals Tribunal (AAT).

## **21. Student Rights**

Any agreement and the availability of complaints and appeals processes does not remove a student's right to take further action under Australia's consumer protection laws or prohibit a student's right to pursue other legal remedies.

**Further Information:** [Australian Competition and Consumer Commission](#) (ACCC)