

# International Student Acceptance and Payment Agreement

Accepting your offer is Step 1 on your journey to [Get Started at the University of Melbourne](#).

The International Student Acceptance and Payment Agreement (Agreement) is a contract between you and the University. The information on this webpage explains the contract. To agree to it you need to complete the Agreement. Once you've completed the Agreement online you'll receive your [Confirmation of Enrolment \(CoE\)](#), which you'll need to obtain a student visa.

You should read this webpage carefully before you complete the Agreement.

To accept your offer you will need the following documents:

- Your passport
- Receipt of your tuition fee deposit or scholarship letter
- Receipt of payment for Overseas Student Health Cover (OSHC) (if ordering through the University) or proof of visa-length cover
- If you are aged under 18 years you will also need proof of your care arrangement and evidence of parent or guardian approval to enter into the Agreement

Please note that if you are transferring from another CRICOS registered provider prior to completion of 6 months of your principal course, you must also arrange release from that provider.

You can save your progress and log back in before submitting your agreement.

Your offer acceptance form was successfully submitted.

NOTE: You will not be able to change any details. If you need to make any changes you will need to [contact us](#).

Offer Details

Student Id:	1647680
Full Name:	Ms Hui Xin Han
Course:	SA-UG--Study Abroad Undergraduate--045532M
Standard Full-Time Course Duration:	One Semester
Course Commencement:	22 Jul 2024
Typical Semester Tuition Fees* (please see below):	\$13544.75 (including 15% discount)
Welcome Day:	12 July 2024

\* For graduate studies the fees are course-based for undergraduate studies the fees are subject-based. The University provides a guarantee to international students who enrol, that course fees will not increase by more than a specified percentage per annum. For more information about tuition fees please refer to the [International Student Fees Terms and Conditions](#) attached to this agreement.

Personal Details

Please check that all your personal details recorded below are correct. If you need to make any changes, select *Update Personal Details*.

Title:	Ms	<div></div>
Family Name:	Han	<div></div>
Given Name:	Hui Xin	<div>Jaime</div>
Other Names:	Jaime	<div>Hui Xin</div>
Preferred Name:		<div></div>
Gender:	Woman or female	<div></div>
Date of Birth:	26 May 2002	<div>dd/mm/yyyy</div>
Country of Birth:	Singapore	<div></div>

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International Student Acceptance and Payment Agreement

Country of Birth:	Singapore	
Country of Citizenship:	Singapore	
Country of Dual Citizenship:		

Contact Details

Your current contact details are recorded below. You can change these details once you have been provided with a proper student account, or, if you must change it now, click [here](#), log in under 'Apply as current or previous student /applicant' with your applicant credentials, then click 'Contact' on the left to edit and save your details.

**Note:** at this stage in the acceptance process, you do not need to provide an Australian address. Once you have arrived in Australia, you must update your student record with Australian address details.

While you are in Australia and studying at the University of Melbourne you must keep your contact details up to date. You must provide us with the following details and notify us within seven days of any changes:

- Your residential address
- Your mobile number
- Your email address (additional to your University of Melbourne email address)
- Your emergency contact

Addresses

Preferred	Address Type	Address
Yes	Contact	Pasir ris street 21 #04-408 Singapore SINGAPORE 510266 Singapore
	Home	Pasir ris street 21 #04-408 Singapore SINGAPORE 510266 Singapore

Phone Numbers

Preferred	Phone Type	Phone Number	Phone Comment
None	Home Phone	+6591120943	
None	Mobile Phone	+91120943	

Email Addresses

Preferred	Email Type	Email Address	Email Status
Yes	Personal Email	jaimehanhx@gmail.com	Not entered

Other Contacts

Contact Type	Name	Relationship	Home Phone	Work Phone	Mobile Phone
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Overseas Student Health Cover Details (OSHC)

Do you want the University to arrange visa length OSHC for you? \* ☐ Yes ☒ No

- Available OSHC options\*\*:
- OSHC 7 Month Single - estimated visa length OSHC fees AUD\$415
  - OSHC 7 Month Couples - estimated visa length OSHC fees AUD\$1557
  - OSHC 7 Month Family - estimated visa length OSHC fees AUD\$2638
  - OSHC 7 Month One Parent - estimated visa length OSHC fees AUD\$1557

If your OSHC is sponsored, please select 'NO' to the question above.

What is the name of your current OSHC provider or exemption status? \*

I am sponsored for OSHC

Your OSHC sponsor is: **Nanyang Technological University-University Scholars Programme**

Attach current OSHC provider/exemption status document:

Please note you will not be eligible for OSHC if you do not obtain a student visa.

The University receives a benefit for BUPA OSHC policies purchased by students through the University.

**\*\* Overseas health cover premiums are quoted for policies purchased prior to March 2021. International students are required to purchase Visa Length Cover at the time of accepting their offer. If you choose to use the University's preferred OSHC provider, BUPA, once you arrive in Australia you will be able to apply for a refund for the period of cover prior to your arrival into Australia. If you choose another OHSC provider, you will need to make contact with that provider to seek this advice. If you have been granted and accept advanced standing in your course the course duration may change, which in turn will change the Overseas Student Health Cover you are required to purchase. For more information please visit the [OSHC website](#).**

Evidence of payment - Tuition Fee & OSHC

How to pay your tuition & OSHC fee

The tuition fee payment listed in your initial offer and the OSHC payment (if ordering through the University) is required to accept your offer. If you are being sponsored by your home institution you are not required to upload anything. If you have taken your own OSHC policy, please upload a copy of the policy certificate showing the start & end dates of your cover.

TT

Pay by Telegraphic Transfer

Add an extra \$15 to cover bank charges.

Bank: Commonwealth Bank of Australia

Branch Address: 201 Sussex Street Sydney

BSB: 067 918

Account No: 1647680

Account Name: University of Melbourne

Reference: Han

Additional Reference: NBF1067918

BIC/Swift Code: CTBAAU2SXXX

(Field #57)

(Field #59)

(Field #59)

(Field #70)

(Field #70)

Field # is for International Bank Use Only.

CIBC

Pay by Foreign Exchange Service

<https://pay.cibc.com/uom>

Student ID Number: 1647680

Pay in your home currency. Competitive exchange rate applies.

Payment options (credit card, TT, and others) and instructions available at CIBC payment portal.

A non-refundable surcharge applies for all VISA and Mastercard payments.

I have arranged payment of AUD\$13544.75 (tuition fee) by the following method: \*

Sponsored by home institution / Study Abroad provider

Please enter the amount you have paid in Australian dollars (use numbers and the decimal point only):

Attach scanned receipt:

Your tuition sponsor is: **Nanyang Technological University-University Scholars Programme**

Your Personal Information

The University of Melbourne is governed by the [Privacy and Data Protection Act 2014](#) (Vic) and the [Health Records Act 2001](#) (Vic) when collecting and managing your personal and health information. The University is also subject to the requirements of the [Privacy Act 1988](#) (Cth) for the purposes of entering into this agreement with you. The [European Union General Data Protection Regulation 2016/679](#) also applies if you are located in the European Economic Area.

Your personal information is being collected by the University as part of your student record and for a number of purposes including the proper administration of your course of study at the University, the University's internal planning requirements, the administration of relevant health and welfare programs, and for government reporting. You can read more about collection and protection of your personal information by the University in the [Student Privacy Statement](#) and the [University's Privacy policy \(MPF1104\)](#).

For the specific purposes of this agreement, your personal information may also be disclosed to the following agencies in compliance with the *Education Services for Overseas Students Act 2000 (Cth)*, and may be further disclosed by the entities below:

Name of agency	Jurisdiction	Purpose(s)
Department of Education and Training	Commonwealth	Compliance monitoring and reporting, and the administration of the Tuition Protection Service.
Tuition Protection Service	Commonwealth	To support a placement and/or refund service for you if we are unable to fully deliver your course of study.
Department of Immigration and Border Protection	Commonwealth	To confirm that you have met your student visa eligibility obligations by maintaining satisfactory course attendance, progress and completion requirements.
The Tertiary Education Quality and Standards Agency (TEQSA)	Commonwealth	For compliance reporting and statistical analysis.

We take all reasonable steps to ensure that any personal information we collect, transmit, store or otherwise process, is accurate and complete, and that

appropriate technical and organisational measures are implemented and maintained to protect it from accidental or unlawful destruction, misuse, loss, alteration, or unauthorised access or disclosure.

Complaints and Appeals Processes

Student complaints and appeals at the University of Melbourne follow up to four steps:

1. The student or applicant can request feedback from the relevant area to better understand the decision that was made. If you do not have the contact details for the relevant area contact [Stop 1](#).
2. The student or applicant can request a formal review of the decision. The review of the decision will be made by the Academic Registrar and a formal response will be provided back to you within 10 working days, and the outcome will be finalised as soon as practicable. [You can request a review online](#).
3. If dissatisfied with the outcome of the review in Step 2 the student or applicant may lodge an appeal with the Academic Secretary. The appeal will be considered by the Academic Secretary to determine whether grounds for appeal have been established, within 10 working days. If the appeal is allowed an appeal hearing will be held with members of the Academic Board, and the outcome will be finalised as soon as practicable. [You can view the appeals process and lodge an appeal online](#).
4. If the University's procedures for resolving grievances have been exhausted and the complaint is not resolved, the student may refer their complaint to the Victorian Ombudsmen.

For further detailed information, please see the University's Student Complaints and Grievances Policy (MPF1066) and the Student Appeals Policy (MPF1323). This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the *Australian Consumer Law* if the *Australian Consumer Law* applies.

☒ By completing and submitting this International Student Acceptance and Payment Agreement, I agree to the following conditions: \*

1. I understand that personal information (e.g. contact details, course enrolment, information relating to breaches of my student visa conditions) may be released to the Australian government and designated authorities under the Education Services for Overseas Students Act (2000) (**ESOS Act**) and, if relevant, for the purposes of the Tuition Protection Service.
2. I authorise the University of Melbourne (**the University**) to release personal information relevant to my application, visa documentation and initial course enrolment to the University's overseas representatives whom I have authorised to act on my behalf.
3. If my studies are supported by a sponsoring/scholarship body, I give consent for the University to provide information on my course progress, subject results or any information about me that relates to my academic progress, including any health information that may affect my studies, to the sponsoring/scholarship bodies funding my studies. I understand that I am required to pay any outstanding tuition or OSHC fees that have not been covered by my sponsor and that I will be invoiced for the outstanding amount.
4. I agree to advise the University immediately of any changes to my Australian residential address and telephone number which occurs at any time while I am enrolled at the University.
5. I understand that if I am under 18 years of age at the commencement of my course, it is my parent / legal guardian's responsibility to make the necessary guardianship and welfare arrangements that satisfy Australian government requirements. Learn more about the [Under 18 International Student Supervision Program](#).
6. I accept the responsibility for obtaining a visa that permits me to study full-time in Australia for the duration of my course.
7. I have sufficient funds to finance both my tuition fees and living expenses for the duration of my course.
8. I understand that the tuition fee does not cover books and equipment and other incidental expenses.
9. I understand that I am required to maintain health cover for the duration of my student visa.
10. I have read and understand the [International Student Fees Terms and Conditions](#) below (including the refund policy) and the information in this Agreement and I agree to accept the terms and conditions as stated.
11. I agree that on enrolment I will be bound by the University's fees policy, procedures, terms and conditions and I agree to pay tuition fees for every year in which I am enrolled.
12. I understand that if my fees remain unpaid my enrolment will be cancelled and I will need to reapply for admission to the course and that I will remain liable for any outstanding tuition fees or other debt. I understand that the University is required to advise the Department of Home Affairs of any cancellation of enrolment and that this may lead to the cancellation of my student visa.
13. I understand that different fees and charges procedures will apply if my status as an international student changes.
14. I understand that my course has compulsory components and it is my responsibility to read the handbook entry for my course at <https://handbook.unimelb.edu.au> which includes details of the compulsory course components, including the mode of study for each subject, and participation requirements.
15. I acknowledge that the offer by the University is based on the assumption that the information that I have provided is true and correct and that any false information provided or lack of disclosure may lead to the termination of my enrolment and other consequences.
16. I understand that I must notify the University, as part of this Agreement, of any further study that I have undertaken or plan to undertake (not previously declared in my application). Failure to do so may lead to the termination of my enrolment and other consequences.
17. I understand that I may be required to provide the University with originals of any or all documents used to support my application for admission at any time during the application process or enrolment.
18. I understand that if I am undertaking a program by coursework I must arrive at the University in sufficient time to participate in orientation, enrolment, and make all the necessary academic preparation prior to the commencement of lectures.
19. I understand that if I have any school-aged dependants accompanying me to Australia, that they must attend school and that I will be required to pay full fees if they are enrolled either in a government or non-government school. (Note: Fees are not required at government schools for school-aged dependants of postgraduate research students.)

Before you submit this document please save a copy and keep for your records. To do this, press the Print button below and choose 'Save As PDF' or 'Adobe PDF' as the printer/destination option for your browser. You are responsible for keeping a copy of this Agreement (and receipts of any payments of tuition fees or non-tuition fees).

# The University of Melbourne

## Tuition Fees Terms and Conditions for Study Abroad

Effective as at 1 January 2024

Published by: Student and Scholarly Services

CRICOS Provider Code: 00116K

### 1. Governing policy and procedures

These terms and conditions are subject to University policy and the University's *Student Loans, Fees and Charges Policy (MPF1325)* which is published in the Melbourne Policy Library at <https://policy.unimelb.edu.au/MPF1325>.

It is important that you read these terms and conditions and the University of Melbourne's *Student Fees and Charges Policy* before completing your administrative enrolment. Once you enrol, you will be bound by the University's fees policy, procedures, terms and conditions, and are agreeing to pay tuition fees for every year in which you are enrolled.

Tuition fees are subject to annual review. Tuition fees do not include incidental and other costs (such as Overseas Health Cover) that may be required as part of your enrolment.

All tuition and other fees are paid in Australian dollars (\$AUD).

### 2. Policy amendments

These terms and conditions take effect for all students from 1 January 2024 and remain in effect until a new version of this document is released and published at <https://study.unimelb.edu.au/how-to-apply/single-subject-study/fees-and-payments-single-subjects>.

The University reserves the right to amend the *Student Loans, Fees and Charges Policy* and *Terms and Conditions* as required. Any significant changes will be notified in writing not less than 30 days prior to the amendments commencing.

The Goods and Services Tax (GST) does not currently apply to tuition fees. Should this change, the University reserves the right to charge GST in addition to the published fee and you will be notified at least 30 days prior to the University doing so.

### 3. Who these terms and conditions relate to

These terms and conditions apply to domestic and international students enrolling in a Study Abroad course for credit to an overseas institution (incoming Study Abroad).

These terms and conditions do not apply to students undertaking an Exchange Program. The cost of participating in the University of Melbourne's Exchange Program should be covered by the agreement between your home institution and the University of Melbourne. For details see <https://study.unimelb.edu.au/how-to-apply/international-exchange-and-study-abroad-applications/program-options>.

## Domestic or international student classification

A domestic student:

- is an Australian citizen or permanent resident; or
- holds a permanent Australian humanitarian visa; or
- is a New Zealand citizen.

If you are a dual citizen of any country with Australia or New Zealand you are considered a domestic student.

If none of these apply you are an international student.

## Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS)

People studying in Australia on student visas can only enrol in courses that have CRICOS registration. If a CRICOS code is not shown for a course listed in the tuition fee tables published at <https://study.unimelb.edu.au/how-to-apply/fees>, it means the course is not registered on CRICOS and is not currently available to overseas students who will require a student visa to study in Australia. These courses may be part-time, delivered online or not registered on CRICOS for other reasons. They may be available to students who are on different visa type which allows them to study in Australia. Prospective applicants who are in Australia on



reasons. They may be available to students who are on different visa type which allows them to study in Australia. Prospective applicants who are in Australia on a different visa type are advised to visit the Department of Home Affairs website for information. See <https://www.homeaffairs.gov.au/>.

## 4. Tuition fees for international students commencing a course

Students enrolling in a Study Abroad course (for credit to an overseas institution) pay a course fee to the University of Melbourne. This is a set tuition fee per semester enrolled, irrespective of the number of subjects enrolled in. You will pay a tuition fee for every semester enrolled. Semester 1 covers the period January to June, Semester 2 covers the period July to December.

The tuition fees for Study Abroad are published at: <https://study.unimelb.edu.au/how-to-apply/international-exchange-and-study-abroad-applications/tuition-fees>.

## Research

If you are enrolling as a Study Abroad research student the tuition fee will be based on the relevant Study Abroad research tuition fee (cost per semester). You will be charged for the first three months of your Study Abroad research enrolment at 0.5 x the relevant Study Abroad fee for the relevant study period. Each additional 1.5 month period of Study Abroad research will be charged at 0.25 x the relevant Study Abroad fee for the relevant study period.

You may have your tuition fees waived by the faculty at Melbourne hosting your research.

## Calculating your tuition fees

### Example 1

Alexander is an international student who enrolls in the undergraduate Study Abroad program. He enrolls for one semester in 2024.

Alexander's tuition fees for 2024 are calculated as:

$$(1 \times \$15,935) = \$15,935$$

### Example 2

Mary is an international research student who enrolls in the Study Abroad program. She enrolls in the Study Abroad program to do research in music for four and a half months in 2024.

Mary's tuition fees for 2024 are calculated as:

$$\text{For the first three months: } (0.5 \times \$17,970) = \$8,985$$

$$\text{For the next 1.5 months: } (0.25 \times \$17,970) = \$4,492$$

$$\text{Mary's total tuition fee will be } \$8,985 + \$4,492 = \$14,477$$

## 5. What the tuition fees cover

Tuition fees cover the cost of tuition. They are directly related to the teaching and assessment for a course or subject in which the student is enrolled.

Tuition fees do not cover other costs such as:

- Cost of living (housing and food), medical insurance, telephone calls or transport, or
- Incidental or other costs that may be required as part of your enrolment, or
- Books and equipment, or
- Certain other costs and services, for example, some club memberships, Melbourne University Sport services or Student Union activities.

Students may also incur non-tuition fees as a result of certain actions or accessing certain services. Details of these fees and the circumstances in which they would be incurred is set out in section 7 below.

## 6. Variations in tuition fees

The tuition fees used in this document is an example only. Tuition fees are subject to annual review and may be adjusted to take into account price and demand factors. Tuition fees for the current year are published at <https://study.unimelb.edu.au/how-toapply/international-exchange-and-study-abroad-applications/tuition-fees>.

## If you defer your studies

If you have an offer to study at the University in a particular study period and defer, the tuition fees you pay on commencement will be those approved for the academic year in which you actually commence.

## If you change subjects

If you are enrolled in Undergraduate Study Abroad your course tuition fee will not change.

If you are enrolled in Graduate Study Abroad your course tuition fee will not change unless you change to a majority of subjects within other graduate bands, resulting in a change of your Study Abroad course.

## If you transfer to a new course

For Study Abroad students transferring to a new Study Abroad course the fees you pay will be those set for the new course into which you enrol at the time of transfer.

## If your enrolment is terminated

A student whose enrolment is terminated either for poor academic performance or disciplinary grounds if readmitted at any future time, will be required to pay fees according to the fee policy and procedures applicable at the time of readmission, not the policy that applied under their original enrolment. This also applies to students whose enrolment is terminated for unpaid fees or other outstanding debt and who are ineligible for reinstatement.

## Variations to fees owing

If you change subjects or study load after paying the first instalment for a semester, there may be a variation in your tuition fees owing for that semester or study period.

- Any additional fees must be paid by the due date indicated on your online invoice.
- Any amount owing to you will be credited towards your next fee instalment or can be refunded on lodgement of a refund request.

You should check your Statement of Liability via the Student Portal after changing subjects to verify if any additional tuition fees are due or have been credited.

## 7. Non-tuition fees

You may also need to pay non-tuition fees to the University, this will depend on your individual circumstances but may include the following:

Fee for	Description	Indicative fees in 2024
Student Services and Amenities Fee	For international students this is included as part of the tuition fee.	\$351.00 for full time enrolment load
		\$263.00 for part-time enrolment load
Verification of enrolment or qualification	Online versions are available which are free but if you order a hardcopy letter a fee will apply.	\$31.00
Academic records, transcripts or testamurs	All students automatically receive four free official records upon completion of their course and graduation (academic transcript (one copy once course completion is recorded and another upon graduating); testamur (diploma or graduation certificate) and Australian Higher Education Graduation Statement). Students may pay to order additional copies, or to order hard copy versions.	\$23.00 - \$49.00
Replacement testamur		\$240.00
Statement of Scholarship	Students in receipt of a student award may pay to receive a Statement of Scholarship.	\$32.00
Graduation attendance	A fee will apply to attend a graduation ceremony and hire the required regalia. Fees may also apply to purchase additional guest tickets to the graduation ceremony.	\$243.00 (graduation fee which includes regalia hire, 2 guest tickets and the post-graduation function)
		Additional tickets cost \$23.00 per ticket
Application fee	Applying for a University of Melbourne course may require an application	\$130.00

	fee (exemptions applying including current University of Melbourne students)	
Late fees for tuition fee payment, enrolment or reenrolment	Students who do not pay their mandatory tuition fees by the due date will incur a late payment fee.  Students who re-enrol after the re-enrolment period has ended will incur a late fee.	\$126.00
Payment extensions	A fee is payable by the student each time an extension of time to pay tuition fees is approved.	\$50.00
Course reinstatement	Students whose enrolment is cancelled due to failure to re-enrol, incomplete enrolment, or unpaid fees may pay a fee to have their enrolment reinstated.	\$313.00
Replacement student cards	A fee will apply to replace your student card if it is damaged through misuse, lost or stolen (and you don't have a police report).	\$52.00
Library fees	Fines may apply for overdue library items.	\$0.50 - \$100.00
Accommodation application fee	Students who apply for a place in University Accommodation pay a fee upon submitting their application.	\$103.00
Under 18 International Student Supervision Program	International students who are aged under 18 years of age who choose to join our Under 18 Student Supervision Program will pay a one-off administration fee and a weekly supervision fee.	\$355.00 plus \$82.00 per week
Law Student Conduct Report	Law graduates may pay to receive a Student Conduct Report which is required when applying to the Victorian Legal Admissions Board for Admissions by the Supreme Court of Victoria to practice law within Australia.	\$64.00
Documents for Skills Assessment Visa Program	Students who have completed or expect to complete their course in the current semester can pay for an academic transcript and Evidence of Qualification letter which are required for a skills assessment and/or skilled visa application.	\$69.00
Apostille	Students may pay to have a document legalised by the Australian Government so it can be used in another country.	\$32.00
Requests for completion of third-party forms	Students may pay to have forms issued by third parties (such as for an overseas professional registration organisation, other university, employer or government) completed by the University.	\$32.00

The non-tuition fees do not include additional expenses which may be associated with your course such as textbooks, equipment, technology, resources for special projects and excursions. Also not included are general cost of living expenses like accommodation, food and transport. Non-tuition fees are set out above in clause 7 of this agreement. Non-tuition fees in the above table are not refundable.

## 8. Payment of tuition fees

Tuition fee payments are made in advance as one payment for the semester or study period cost (standard instalment). Invoices are issued electronically only and will be available online via your study portal ([my.unimelb.edu.au](https://my.unimelb.edu.au)) as soon as you enrol in subjects and will include the due date for payment. For Study Abroad students, your acceptance and payment agreement will state the Study Abroad tuition fee per semester for your Study Abroad course. You must usually pay in full at the time of acceptance but in some circumstances, you can be admitted after paying an \$AUD 1,500 deposit to confirm acceptance of the offer.

Payment is due by the due date listed on your invoice (or, if you enrol after the due date, within seven days of enrolment). It is your responsibility to pay your fees and complete your enrolment by the published date; otherwise, a late fee may apply). If your fees remain unpaid your enrolment will be cancelled, and you will need to reapply for admission. You will remain liable for any outstanding debt. The University is required to advise the Department of Home Affairs of any cancellation of enrolment. This may lead to the cancellation of your student visa.

If you anticipate a problem in meeting a fee payment deadline, please contact [sa-fees@unimelb.edu.au](mailto:sa-fees@unimelb.edu.au) well before the deadline to discuss possible alternative arrangements.

It is your responsibility to ensure payments are made by the date specified on your invoice and to keep receipts of any payments of tuition and non-tuition fees.

## 9. Refunds

This section sets out the University's refund policy for tuition fees you have paid to the University, including the circumstances in which the University is able to refund all or part of the tuition fees you have paid, the circumstances in which the University is unable to provide a full or partial refund of these fees, how to



apply for a refund and how refunds are paid. Non-tuition fees set in clause 7 of this agreement are not refundable.

Refund entitlements are limited to tuition fees for your course which remain un-spent. The amount of unspent tuition fees which will be refunded to you will be calculated in accordance with the *Education Services for Overseas Students Act 2000 (Cth) (ESOS Act)* (as amended by the *Education Services for Overseas Students Amendment Act 2014 (Cth)* and calculated in accordance with the *Education Services for Overseas Students (Calculation of Refund) Specification 2014 (Cth) (Refund Specification)*. A statement will be provided with your refund which sets out any amounts that have been deducted from the refund. Your refund entitlement will be calculated by subject (or may be calculated on a daily pro-rata basis if you are an enrolled in a graduate research degree).

In this policy, "tuition fees" means fees the University receives, directly or indirectly, from:

- (i) an overseas student or intending overseas student; or
- (ii) another person who pays the fees on behalf of an overseas student or intending overseas student;

that are directly related to the provision of a course that the University is providing, or offering to provide, to the student.

In the following circumstances, the University is required to refund *all* unspent tuition fees (not just those tuition fees that have been pre-paid):

- (a) where the University defaults;
- (b) where a 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; and
- (c) where a student defaults due to being refused a student visa.

The amount of the refund which will be provided by the University in the event of a University default will *not* be limited to those tuition fees which are received by the University prior to the commencement of the relevant study period. Further, if the University receives tuition fees after the census date for the subject, the University will not limit refunds to only those tuition fees that were received before the census date for the relevant subject. Instead, the refund shall relate to all *unspent* tuition fee

In addition, if a student defaults prior to commencement of the course due to the student being refused a student visa, the calculation will take into account both *tuition fees and non-tuition fees* received from that student by the University.

In the event the University is unable to fully deliver the course and meet its default obligations, you can seek the assistance of the Tuition Protection Service (TPS), an initiative of the Australian Government. The TPS ensures that international students are able to either:

- (i) complete their studies in another course or with another education provider; or
- (ii) receive a refund on your unspent tuition fees.

Further details can be found at the Government website here: [tps.gov.au/Home/NotLoggedIn](https://tps.gov.au/Home/NotLoggedIn).

This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.

Study periods for a course may vary from course to course, however a typical study period is a semester. In this policy, 'academic enrolment' means subject enrolment via <http://enrolment.unimelb.edu.au>.

## When will the University refund your fees?

## Refund if the University at fault

In accordance with section 46D of the *ESOS Act*, in the event of a default by the University, the University must either:

- (a) arrange for the student to be offered a place in a course at the University’s expense; or
- (b) pay a refund to the student of “unspent tuition fees”, calculated in accordance with the Refund Specification (see below).

You will receive a refund in the following circumstances (except where you have already withdrawn):

University default event		Refund entitlement	Refund arrangements
1.1	The course fails to start on the agreed starting date.	A refund of all unspent tuition fees calculated in accordance with the formula below.	<p>The University will arrange for a refund of these fees to you or a person nominated by you in writing.</p> <p>Paid within 10 working days of the agreed starting date.</p> <p>Alternatively, if this is a possibility, you may be offered enrolment in another course offered by the University. You have the right to choose whether you would prefer a refund or to accept the place offered in another course. You will be asked to sign a document to indicate that you have either accepted the refund or place in another course offered by the University.</p>

University default event		Refund entitlement	Refund arrangements
1.2	The course ceases to be provided by the University after it has started, but before it is completed by the student.	A refund of all unspent tuition fees calculated in accordance with the formula below.	<p>The University will arrange for a refund of these fees to you or a person nominated by you in writing.</p> <p>Paid within 10 working days of the date on which the course ceased to be provided.</p> <p>Alternatively, you may be offered enrolment in another course offered by the University. You have the right to choose whether you would prefer a refund or to accept the place offered in another course. You will be asked to sign a document to indicate that you have either accepted the refund or place in another course offered by the University.</p>
1.3	The course is not able to be provided to you in full because the University has had a sanction imposed by a government regulator.	A refund of all unspent tuition fees calculated in accordance with the formula below.	<p>The University will arrange for a refund of these fees to you or a person nominated by you in writing.</p> <p>Paid within 10 working days of the date on which the course ceased to be provided.</p>

The method for working out the amount of a refund of tuition fees in the event of a University default will be as follows:

refund amount = weekly tuition fee x weeks in default period

Meaning of *weekly tuition fee*

The *weekly tuition fee* is to be calculated as follows:

weekly tuition fee = (total tuition fees for the course / number of calendar days in the course) x 7

If the fee calculated is not a whole dollar amount, the fee will be round up to the nearest whole dollar.

Meaning of *weeks in default period*

The number of *weeks in default period* in relation to a course:

- (a) during which a registered provider or a student defaulted; and
- (b) for which the provider received payment of tuition fees in respect of the student;

means the number of weeks calculated as follows:

weeks in default period = number of calendar days from the default day to the end of the period to which the payment relates / 7

If the number of weeks calculated is not a whole number, the number will be rounded up to the nearest whole number.

## Refund if you are refused a student visa

*This section only applies to international students who enter Australia on a student visa, and who fall within the requirements of the ESOS Act.*

You will receive a refund in the following circumstances (except where your student visa is refused for any of the student defaults outlined in part 3 below (refund if student at fault), or where you have already withdrawn):

Visa default event		Refund entitlement	Refund arrangements
2.1	The Australian Government authorities refuse to grant you a student visa and you are unable to commence your course.	A refund of all unspent tuition fees calculated in accordance with the formula below.	<p>You must apply for a refund as outlined under <i>How to apply for a refund</i>.</p> <p>Paid within 15 working days of receipt of your refund application.</p>
2.2	The Australian Government authorities refuse to grant you a student visa and you are unable to continue your course.	A refund of all unspent tuition fees calculated in accordance with the formula below.	<p>You must apply for a refund as outlined under <i>How to apply for a refund</i>.</p> <p>Paid within 15 working days of receipt of your refund application.</p>

Scenario 2.1

The method for working out the amount of refund in the event that you fail to start a course due the Australian Government authorities having refused to grant you a student visa will be as follows:

The amount of a refund is the amount of the course fees, minus the lesser of the following amounts:

- (a) 5% of the amount of course fees received by the provider in respect of the student before the default day;
- (b) \$500.

The **course fees** for a course is the sum of:

- (a) the tuition fees received by the provider in respect of the student; and
- (b) the non-tuition fees (if any) received by the provider in respect of the student.

Scenario 2.2

The method for working out the amount of refund in the event that the Australian Government authorities refuse to grant you a student visa and you are unable to continue your course will be as follows:

refund amount = weekly tuition fee x weeks in default period

*Note* This formula would apply where a student whose visa has been refused has withdrawn from the course after it commenced, or has failed to pay an amount he or she was liable to pay the provider in order to undertake the course.

## Refund if student at fault

You will receive a refund in the following circumstances (except where you have already withdrawn):

Student default event		Refund entitlement <sup>1</sup>	Refund arrangements
3.1	You fail to complete your academic enrolment and start the course on the agreed starting date and have not previously withdrawn or deferred.	A refund of the tuition fees paid in advance.	<p>You must apply for a refund as outlined under <i>How to apply for a refund</i></p> <p>Paid within 15 working days of receipt of your refund application.</p> <p>Paid to you or a person nominated by you in writing.</p>
3.2	The University refuses to provide or continue to provide the course to you because you failed to pay an amount owing to the University in order to undertake the course.	<p>You will not be refunded any tuition fees already paid for:</p> <ul style="list-style-type: none"><li>study periods previously undertaken.</li></ul>	
3.3	The University refuses to provide or continue to provide the course to you because you breached a condition of your visa.	<p>You will not be refunded any tuition fees already paid for:</p> <ul style="list-style-type: none"><li>study periods previously undertaken prior to the study period in which you breached the condition of your visa, or</li><li>the study period in which you breached the condition of your visa unless you are withdrawn from the course before the relevant subject census dates for that study period.</li></ul> <p>You will be refunded tuition fees paid in advance (if any) for future study periods.</p>	<p>You must apply for a refund as outlined under <i>How to apply for a refund</i></p> <p>Paid within 15 working days of receipt of your refund application.</p> <p>Paid to you or a person nominated by you in writing.</p>

Student default event	Refund entitlement <sup>1</sup>	Refund arrangements
3.4      The University refuses to provide or continue to provide the course to you because you have been found to have engaged in misconduct in accordance with the University's established student discipline policies and procedures (whether general or academic misconduct) and the University has suspended or terminated your enrolment.	<p>You will not be refunded any tuition fees already paid for:</p> <ul style="list-style-type: none"><li>• study periods previously undertaken prior to the study period in which your enrolment was suspended or terminated, or</li><li>• the study period in which your enrolment was suspended or terminated unless your enrolment was suspended or terminated and you are withdrawn before the relevant subject census dates.</li></ul> <p>You will be refunded tuition fees paid in advance (if any) for future study periods.</p>	<p>You must apply for a refund as outlined under <i>How to apply for a refund</i></p> <p>Paid within 15 working days of receipt of your refund application.</p> <p>Paid to you or a person nominated by you in writing.</p>
3.5      The University withdraws the offer of a place or terminates your enrolment because the information you gave the University in your application was incorrect or incomplete.	<p><b>If the University withdraws your offer of a place before you have completed academic enrolment for your first study period</b></p> <p>You will be refunded tuition fees paid in advance for your course.</p>	<p>You must apply for a refund as outlined under <i>How to apply for a refund</i></p> <p>Paid within 15 working days of receipt of your refund application.</p> <p>Paid to you or a person nominated by you in writing.</p>
	<p><b>If the University terminates your enrolment after you have completed your academic enrolment for your first study period</b></p> <p>You will not be refunded any tuition fees already paid for:</p> <ul style="list-style-type: none"><li>• study periods previously undertaken prior to the study period in which your enrolment was terminated, or</li><li>• the study period in which your enrolment was terminated unless your enrolment was terminated and you are withdrawn before the relevant subject census dates.</li></ul> <p>You will be refunded tuition fees paid in advance (if any) for future study periods.</p>	<p>You must apply for a refund as outlined under <i>How to apply for a refund</i></p> <p>Paid within 15 working days of receipt of your refund application.</p> <p>Paid to you or a person nominated by you in writing.</p>
3.6      The University withdraws the offer of a place or terminates your enrolment because the information you gave the University in your application was fraudulent.	<p><b>If the University withdraws your offer of a place before you have completed academic enrolment for your first study period</b></p> <p>You will be refunded tuition fees paid in advance for your course.</p>	<p>You must apply for a refund as outlined under <i>How to apply for a refund</i></p> <p>Paid within 15 working days of receipt of your refund application.</p> <p>Paid to you or a person nominated by you in writing.</p>

Student default event		Refund entitlement <sup>1</sup>	Refund arrangements
		<p><b>If the University terminates your enrolment after you have completed your academic enrolment for your first study period</b></p> <p>You will not be refunded any tuition fees already paid for:</p> <ul style="list-style-type: none"><li>• study periods previously undertaken prior to the study period in which your enrolment was terminated, or</li><li>• the study period in which your enrolment was terminated unless your enrolment was terminated and you are withdrawn before the relevant subject census dates.</li></ul> <p>You will be refunded tuition fees paid in advance (if any) for future study periods.</p>	<p>You must apply for a refund as outlined under <i>How to apply for a refund</i></p> <p>Paid within 15 working days of receipt of your refund application.</p> <p>Paid to you or a person nominated by you in writing.</p>
3.7	The University does not allow you to continue your course because you are not making satisfactory academic progress despite appropriate measures having been taken to address this issue under relevant University policies and procedures.	<p>You will not be refunded any tuition fees already paid for:</p> <ul style="list-style-type: none"><li>• study periods previously undertaken prior to the study period in which your enrolment was terminated, or</li><li>• the study period in which your enrolment was terminated unless your enrolment is terminated and you are withdrawn before the relevant subject census dates.</li></ul> <p>You will be refunded tuition fees paid in advance (if any) for future study periods.</p>	<p>You must apply for a refund as outlined under <i>How to apply for a refund</i></p> <p>Paid within 15 working days of receipt of your refund application.</p> <p>Paid to you or a person nominated by you in writing.</p>

<sup>1</sup> In relation to refunds under part 3 (Refund if student at fault) of this Refund Policy:

- Agents’ recruitment fees which are paid by the University from your tuition fees are not considered unspent pre-paid tuition fees. Accordingly, you may have any agents’ recruitment fees which were paid by the University deducted from the refund amount. Agents’ recruitment fees will not be deducted from refunds if more than one full calendar year of study in the course has been completed;
- If the subject census date has passed and you have not withdrawn from the course, you will incur a fee liability for the relevant subject, and any tuition fees paid in relation to the subject(s) are not considered tuition fees paid in advance.

## Refund if you provide notice

You will receive a refund in the following circumstances if you are withdrawing from a subject, group of subjects or your course.

Notice given of subject withdrawal <sup>1</sup>		Refund entitlement	Refund arrangements
4.1	By close of business on the census date <sup>2</sup> for the subject	A refund of the tuition fees you have paid in advance for the subject.	<p>You must apply for a refund.</p> <p>Paid within 15 working days of receipt of your refund application.</p> <p>Paid to you or a person nominated by you in writing.</p>
4.2	After the census date <sup>2</sup> for the subject	No refund will be given.	You may apply for a refund in special circumstances only <sup>3</sup>

<sup>1</sup> If you are deferring, any fees paid in advance can be credited towards your next fee instalment or refunded on lodgement of a refund request in accordance with this Refund Policy.

<sup>2</sup> The census dates for standard Semester 1 and Semester 2 subjects are 31 March and 31 August respectively. Census dates for subjects in other study periods may vary. Census dates for the subjects in which you are enrolled are detailed in *The Handbook*; on your Statement of Liability and the census date for every subject offered by the University is available at <http://students.unimelb.edu.au/admin/fees> (See *Subject and Fees for International Fee Places* for the relevant year). If a census date is not a working day, then you must complete your subject withdrawal by the last working day before that census date. Pro-rata variations



for graduate research may apply.

<sup>3</sup> In some special circumstances, the University, at its discretion, may refund the tuition fees for individual units of study (eg. particular subjects). The circumstances must have a significant impact on the student and their ability to complete the unit of study. Refunds in these circumstances will be considered after review and approval of the student's application for "Remission in Special Circumstances". For further information about these special circumstances see: [http://ask.unimelb.edu.au/app/answers/detail/a\\_id/980](http://ask.unimelb.edu.au/app/answers/detail/a_id/980).

Agents' recruitment fees which are paid by the University from your tuition fees are not considered unspent pre-paid tuition fees. Accordingly, you may have any agents' recruitment fees which were paid by the University deducted from the refund amount. Agents' recruitment fees will not be deducted from refunds if more than one full calendar year of study in the course has been completed.

If you are withdrawing from your course you can find information in the Student admin tab on the Student Portal: [my.unimelb.edu.au](http://my.unimelb.edu.au). See *My Enrolment* and the information about withdrawing from or discontinuing a course.

## How to apply for a refund

How you apply for your refund entitlement varies depending on the circumstances and whether or not you have completed your academic enrolment for your first study period at the University.

1.	Refund if University at fault	How to apply	When will it be paid?
	Defaults 1.1, 1.2, and 1.3	<p>You need to apply for a refund <a href="#">ask.unimelb: FAQ / Applying for a refund</a>.</p> <p>The University will arrange for a refund of fees to you.</p> <p>Alternatively, you may be offered enrolment in another course offered by the University. You have the right to choose whether you would prefer a refund of course fees or to accept the place offered in another course. You will be asked to sign a document to indicate that you have either accepted the refund or place in another course offered by the University.</p>	Paid within 10 working days of the defaults.
2.	Refund if your student visa is refused	How to apply	When will it be paid?
	Defaults 2.1 and 2.2	<p>You need to apply for a refund <a href="#">ask.unimelb: FAQ / Applying for a refund</a>.</p> <p>The University will arrange for a refund of fees to you.</p>	Paid within 15 working days of receipt of your refund application.
3.	Refund if student at fault	How to apply	When will it be paid?
		<p><b>You must apply for a refund</b></p> <p>If you have not completed your academic enrolment at the University you should apply for a refund: <a href="#">ask.unimelb: FAQ / Applying for a refund</a></p>	Paid within 15 working days of receipt of your refund application.
		<p>If you have completed your academic enrolment and are withdrawn from your course before the subject census date in your first study period for the course you should apply for a refund: <a href="#">ask.unimelb: FAQ / Applying for a refund</a></p>	Paid within 15 working days of receipt of your refund application.
4.	You provide notice	How to apply	When will it be paid?
	<b>If you have not completed your academic enrolment at the University</b>	<p><b>You must apply for a refund</b></p> <p>If you decide to withdraw before the start of your first study period you should submit the completed refund application at <a href="#">ask.unimelb: FAQ / Applying for a refund</a></p>	Paid within 15 working days of receipt of your refund application.

**If you have completed your academic enrolment**

To be eligible for a refund of tuition fees paid in advance, you must make any changes to your enrolment prior to the relevant subject census date<sup>1</sup>.

As a general rule, if you change your enrolment prior to the subject census date<sup>1</sup> any monies owed to you will automatically be credited to your account and will be applied towards any future fees.

If you prefer a refund you need to complete the application form available online at: [ask.unimelb: FAQ / Applying for a refund](#)

**If you are withdrawing from the course, you must apply for a refund**

If you withdraw from your course before the first subject census date in your first study period for the course, you should submit the completed refund application at [https://ask.unimelb.edu.au/app/answers/detail/a\\_id/946/~/applying-for-a-refund](https://ask.unimelb.edu.au/app/answers/detail/a_id/946/~/applying-for-a-refund) to [sa-fees@unimelb.edu.au](mailto:sa-fees@unimelb.edu.au)

Paid within 15 working days of receipt of your refund application.

If you are making changes to your enrolment, but you are not withdrawing from your course you have the option of applying for a refund of any tuition fees paid in advance or having the refund amount credited towards your account and applied towards future fees. If you would prefer a refund, you can submit the completed refund application at [ask.unimelb: FAQ / Applying for a refund](#)

Paid within 15 working days of receipt of your refund application.

In order to ensure the University is able to process your refund application in a timely fashion, you are encouraged to apply for refunds within 12 months of withdrawal from the subject or course.

<sup>1</sup> The census dates for standard Semester 1 and Semester 2 subjects are 31 March and 31 August respectively. Census dates for subjects in other teaching periods may vary. Census dates for the subjects in which you are enrolled are detailed in the University of Melbourne Handbook; on your Statement of Liability and the census date for every subject offered by the University is available at <http://students.unimelb.edu.au/admin/fees> (See *Subject and Fees for International Fee Places* for the relevant year). If a census date is not a working day, then you must complete your subject withdrawal by the last working day before the census date.

Payment of refunds

1.	Before you can be paid a refund:	<ul style="list-style-type: none"><li>• The University must have received the money into its accounts as cleared funds;</li><li>• Your course or subject cancellation /withdrawal must have been processed; and</li><li>• You must pay/settle any other debts owing to the University, such as library fines or student loans. If you fail to do so, the University reserves the right to deduct outstanding debts or fines owing from the refund amount.</li></ul>
2.	Who can the University pay the refund to?	<ul style="list-style-type: none"><li>• You, or the person you nominate; or</li><li>• The sponsoring agency that paid the fees on your behalf.</li></ul>
3.	How will it be paid?	<ul style="list-style-type: none"><li>• Electronic Funds Transfer.</li><li>• If payment was made by credit card, refund will be paid back to that credit card where possible.</li></ul>
4.	Exception for US Federal Family Education Loan Program (FFELP)	<p>Where the applicant for a refund is a FFELP recipient the University reserves the right to retain all tuition fees however:</p> <ul style="list-style-type: none"><li>• The University must return any unearned funds directly to the student's US lender;</li><li>• Any portion of the tuition fees which is not required to be returned to the student's US lender will be refunded to the student.</li></ul> <p>This exception applies to FFELP recipients who withdraw at any stage of the year.</p>

10. Fee queries

For future students:

For future students:

W: <https://study.unimelb.edu.au/connect-with-us/contact-us>

**For current students:**

[students.unimelb.edu.au/](https://students.unimelb.edu.au/)

W: [my.unimelb.edu.au](https://my.unimelb.edu.au)

W: [ask.unimelb.edu.au](https://ask.unimelb.edu.au)

If you have any fee queries or need to apply for a refund, you can find information on [ask.unimelb.edu.au](https://ask.unimelb.edu.au) and in the Student admin tab on the Student Portal: [my.unimelb.edu.au](https://my.unimelb.edu.au)

Students who have a grievance or dispute with the application of this policy should direct this in the first instance to:

Fees - Student and Scholarly Services

The University of Melbourne

Victoria 3010 Australia


E: [sa-fees@unimelb.edu.au](mailto:sa-fees@unimelb.edu.au)

This does not circumscribe a student's right to pursue other legal remedies with respect to grievances or disputes regarding the application of this policy. This agreement does not remove the right to take further action under Australia's consumer protection laws.

## 11. Disclaimer


The University has used its best endeavour to ensure that materials contained in this publication were correct at the time of printing. The University gives no warranty and accepts no responsibility for the accuracy or completeness of information and the University reserves the right to make changes without notice at any time in its absolute discretion.


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