

Letter of Offer

30 September 2025

Mr Numon ADIZOV
Target Consulting - Tashkent
24A Sebzar Street
Tashkent 100000
UZBEKISTAN

Dear Mr Numon ADIZOV,

Congratulations on your **successful** application to Macquarie University, ranked among the top 1% of world universities in QS World University Rankings, 2026 and Times Higher Education, 2025. We are delighted to offer you admission as an international student with this offer, which consists of the following course(s), subject to the following conditions(if any):

MASTER OF INFORMATION TECHNOLOGY (083790M) WITH A SPECIALISATION IN INFORMATION SYSTEMS

Course duration:	2 years
Study periods:	4 Compulsory Study Periods of 0.5 years duration each
Total credit points required:	160
Campus:	North Ryde
Mode of Study:	Full-time
Orientation:	16 February 2026
Course start date:	23 February 2026
Course end date:	31 December 2027
Estimated fee per compulsory study period:	AUD\$ 23,150
Estimated total tuition fee of this course:	AUD\$ 94,500

SCHOLARSHIP OFFER

It is my great pleasure to inform you that you have been selected to receive a generous scholarship from the University.

On behalf of the Vice-Chancellor of Macquarie University, Professor S Bruce Dowton, I want to congratulate you on this achievement, which places you in a highly selective group that Macquarie University believes will become future global leaders.

Macquarie University \$10,000 Early Acceptance Scholarship	Master of Information Technology	Award Value: \$10,000 per year towards tuition fees for a Bachelor or Postgraduate Coursework Degree.
		How is the scholarship paid: \$5,000 in each session OR \$2,500 in each term is credited to your student tuition fees account for the duration of the course. (Scholarship is based on 40 credit points of study per session or 20 credit points per term. Should your enrolment load be reduced, the credits are adjusted on a pro-rata basis.)

Scholarships are limited so we encourage you to accept your offer within the next two weeks to guarantee your place. The above scholarship(s) offer are only valid until the due date specified in this Admission Letter of Offer.


PAYMENT REQUIRED TO ACCEPT OFFER

Degree Commencement Fee	+ AUD\$ 23,150.00	
Overseas Student Health Cover	+ AUD\$ 1,732.65 (26 months, Single cover)	
Scholarship Discount towards Acceptance Payment	- AUD\$ 5,000.00	
Total Amount Payable to Accept Offer:	= AUD\$ 19,882.65	Due: 12-Jan-2026

The university recommends that you accept your offer six (6) weeks prior to the course start date, to allow sufficient time for processing of your visa application.

Your offer of admission and the information contained in this letter of offer remains valid only for the academic intake stated. We look forward to welcoming you to Macquarie University. We wish you success in your future studies.

Yours sincerely,



Professor Rorden Wilkinson | Deputy Vice-Chancellor (Academic)
Macquarie University

CRICOS Provider No. 00002J

For further information please contact mi.asiaadmissions@mq.edu.au

FURTHER DETAILS RELATING TO YOUR OFFER OF ADMISSION

COMMENCEMENT FEE

The Degree Commencement Fee will be applied to the first study period(s) of your course tuition fees. It is your responsibility to check the total tuition fee payable in your first study period(s), keeping in mind that it may differ from the estimated fee listed on this page. Visit mq.edu.au/study/admissions-and-entry/fees-and-costs/international for further information on international fees and payment due dates. You must ensure that you pay any remaining balance towards the Commencement Fee by the payment due date. Late payment will incur a \$150 late payment fee.

Please note that in the event of withdrawal prior to commencement, a portion of your payment may be retained by the University in accordance with the International Fee Refund Policy. Eligibility for a refund is based on the proportion of the total Commencement Fee paid. You may not be eligible for a refund if amounts paid are 20% or less of your Degree Commencement Fee.

OTHER FEE

You will be liable to pay the Student Service Amenities Fees (SSAF) applicable for each study period in which you enrol, however, you will only be charged the SSAF after the census date. The indicative annual SSAF is AUD \$365 for 2025. For further information regarding SSAF, please visit students.mq.edu.au/finances/fees/student-services-amenities-fee.

HOW TO ACCEPT YOUR OFFER

Mr Numon ADIZOV | Student ID: 61068667 | Date of Birth: 29-Oct-2004



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STEP 1	<p>Read and understand the following documents:</p> <ul style="list-style-type: none">• Letter of Offer (including Terms and Conditions of Offer)• Vice-Chancellor Welcome Letter• International Fee Refund Policy https://students.mq.edu.au/finances/fees/refunds/international-students• Scholarship Award (if applicable)
STEP 2	<p>Pay the required fees to accept your offer:</p> <ol style="list-style-type: none">1. Calculate the Total Amount Payable at the <i>Payment Details</i> section in the Acceptance of Offer page of this document.2. Organise Overseas Student Health Cover (OSHC): All international students who require student visa to stay in Australia must hold OSHC.<ul style="list-style-type: none">◦ If you choose the University's preferred provider – Medibank Private Limited, please read the OSHC Policy and Privacy Policy and pay the OSHC fees indicated in the Payment Details section.◦ If you choose a different OSHC provider, you must submit evidence of your OSHC policy when accepting your offer and deduct the OSHC fees in the <i>Payment Details</i> section.3. Make a Payment<ul style="list-style-type: none">◦ From Outside Australia:<ul style="list-style-type: none">▪ Pay via Convera with a credit or debit card, online bank transfer in your home currency, or in-person payment at your local bank.▪ Get started: students.convera.com/geo-buyer/mq◦ From within Australia:<ul style="list-style-type: none">▪ Use BPay with Biller Code 50443 and reference number as your Student ID: 61068667▪ Other methods: students.mq.edu.au/finances/fees/how-to-pay
STEP 3	<p>Email the following documents to mi.asiaadmissions@mq.edu.au by 12-Jan-2026.</p> <ul style="list-style-type: none">[] Completed and signed <i>Acceptance of Offer</i> form[] Proof of payment[] Proof of OSHC (if not organized by the University)[] Copy of passport identification page (if not provided already)[] International under 18 welfare arrangement form (if applicable) <p>Please keep a copy of this agreement and receipts for all your payments to the University.</p> <p>If you are applying through a Macquarie University representative, give your original documents to your representative.</p>
STEP 4	<p>Prepare for your arrival and arrange your accommodation</p> <ul style="list-style-type: none">• Receive a Confirmation of Enrolment (COE) issued by Macquarie University• Apply for your student visa (if applicable) with the Australian Department of Home Affairs homeaffairs.gov.au• Plan your travel to Sydney mq.edu.au/travel-planning• Arrange your accommodation mq.edu.au/accommodation• Enrol into your classes mq.edu.au/accept-and-enrol

TERMS AND CONDITIONS OF OFFER

Mr ADIZOV, Numon | Student ID: 61068667 | Date of Birth: 29-Oct-2004



By accepting this offer, I acknowledge and agree to the following terms and conditions:

DOCUMENTS AND INFORMATION PROVIDED BY YOU

1. Your enrolment is on the basis of information provided by you in relation to your application for admission. This information must be accurate, complete, and true. Providing false or incomplete information may result in cancellation of your enrolment or revocation of the award of a degree or qualification and the University will report any such activity to a relevant authority.
2. All documents submitted with your application and acceptance of offer are the property of the University and will not be returned. This does not apply to original documents such as degree award certificates.

ENGLISH LANGUAGE STUDY INTERNATIONAL STUDENTS

1. If you are undertaking an English Language Program at the Macquarie University College you will be placed in an appropriate program in accordance with your current English language proficiency and intended course(s) of study at Macquarie University as outlined in this letter of offer.
2. You will be consulted about any amendment to your English Language Program study plans at Macquarie University College in line with the College [Monitoring Student Progress Policy and Intervention Strategy](#). If you need to extend your English Language Program further than specified on this offer letter, you should contact the [Macquarie University College](#) as soon as practicable.

CONTACT DETAILS - INTERNATIONAL STUDENTS

If you have a student visa it is a requirement of your visa and of the University that you provide the University with details of your current residential address, mobile number, email address and emergency contact details within 7 days of arriving within Australia and notify the University of any change to those details within 7 days of the change for the duration of your study.

ENROLMENT, COURSE PROGRESSION, AND ATTENDANCE

1. The Faculty will provide guidance and approval in relation to units in which you should enrol for your course. It is your responsibility to enrol in units in accordance with that guidance/approval. If you do not do this then you will be responsible for the consequences, including any fees and penalties you may incur for late enrolment and/or changing units or undertaking additional units or any other disadvantage such as delay in completing your course.
2. You must not enrol in more than one-third of the units (or equivalent credits) of the course by online/external study or enrol exclusively by online/external study in any compulsory study period.
3. Some courses and/or units of study (subjects) require specific mathematics prerequisites. If this applies to your course and if you have not completed high school in NSW, you will be required to demonstrate the required mathematics knowledge either through achievement of a certain result in your Foundation or Intensive Program Mathematics units or through additional testing. If you are not able to demonstrate the required prerequisite knowledge for entry into a diploma course, or an undergraduate degree or unit, you will need to undertake an additional mathematics subject(s) and this may delay and/or extend the duration of your studies.
4. If your course does not include a Macquarie University English Language Program, your letter of offer will confirm the English proficiency requirement for your course. For a detailed list of English proficiency and English language package providers approved by Macquarie University, please refer to our website: <https://www.mq.edu.au/study/admissions-and-entry/apply/international/english-language-requirements>
5. As a condition of your student visa, you must maintain satisfactory course progress and attendance in each study period in accordance with the University's [Enrolment Policy](#) and [Academic Progression Policy](#), and where applicable, the Macquarie University College policies on [Academic Progression](#), [Academic Progression for ELICOS Students](#), [Attendance Policy for Standard Foundation Students](#), and [Attendance Policy for ELICOS Students](#).

DEFERMENT, SUSPENSION, AND CANCELLATION OF STUDIES

1. The University has policies in place that set out the grounds on which your enrolment may be deferred, suspended or cancelled.
2. You may be able to defer this offer in accordance with the University's [Admissions Policy](#) and [Deferment of a Course Offer Procedure](#). If you wish to defer you must contact your Admissions Officer. If you defer your offer, a new offer of admission will be required and you may not be eligible for a future intake where entry requirements have changed, where entry is competitive, or where a course quota has been met. Higher fees than those quoted in this letter may apply.
3. You must notify the University in writing immediately if you are unable to continue with your enrolment in this course, or to remain enrolled as a full-time student studying on campus and you must apply for a suspension of studies or withdrawal in accordance with the [Enrolment Policy](#) and [Leave of Absence and Suspension of Studies Procedure](#).
4. If you require a student visa and are not able to obtain it in time to start the course, the University will cancel your enrolment for the offered intake and issue you with a new offer for the next available intake.
5. Ongoing enrolment is subject to compliance with University policies and procedures and processes which may change from time to time. Information about some of the important policies and procedures is set out in the *Important Information* document which is included with this Letter of Offer which you are expected to read.
6. The University reserves the right to defer, suspend, or cancel your enrolment in accordance with the National Code.

TUITION FEES

1. The estimated course tuition fees per study period and for the full course of study are set out in the beginning of this offer letter, and if applicable, the estimated English Language Program tuition fees per 5-week compulsory study period and for the full duration of the English Language Program.
2. The cost information in this offer is calculated as at the date of this letter using the published per credit fee for the current year and an estimated per credit fee for future years, based on a standard full-time study load in each compulsory study period for the specified course duration. Fees are reviewed yearly and are subject to change.

3. Additional fees and charges for each study period may apply.
4. In subsequent study periods, an AUD\$150 late payment fee will be incurred if payment is made after the payment due date. Should you enrol in year- long units, you will be required to pay the fees for these units in full and upfront by the fee deadline in your first session of study.
5. You are not required to pay more than half of your course fees at the time you accept this offer if your course is longer than 25 weeks. You can contact your Admissions Officer with any questions or concerns regarding the tuition fees, tuition fee deposits, or due date listed on your Letter of Offer.

STUDENT SERVICES AND AMENITIES FEE

1. There is a [Student Services and Amenities Fee \(SSAF\)](#) which helps to fund services, activities and amenities that enrich and support students at the University. You must pay the SSAF prior to the census date in each study period in which you are enrolled.
2. The SSAF listed in this offer is the indicative annual fee for the stated year, based on a full-time enrolment load in each study period, and the final SSAF fee will be based on your unit enrolments as at the census date for the relevant study period.
3. The SSAF is subject to annual review by the University and will increase each year of the period of study (subject to an Australian Government specified cap on indexation), effective at the start of each calendar year.

OVERSEAS STUDENT HEALTH COVER - INTERNATIONAL STUDENTS

It is a condition of a student visa that the visa holder purchases Overseas Student Health Cover (OSHC) to cover themselves and any dependents for the duration of their studies in Australia.

If you are a visa holder:

- a. The University has a preferred provider agreement with Medibank Private which enables the University to organise an OSHC policy on your behalf and a quote for that policy is provided in this offer letter. The OSHC premium quoted is accurate as at the time of offer and is subject to an annual increase; The University receives a commission for OSHC policies scheduled with Medibank; or
- b. You may choose an alternate OSHC provider, and if you do, you must submit evidence of your OSHC policy when you accept your offer and deduct the OSHC fees quoted in the Payment Details section from your payment

REFUNDS AND TRANSFERS - INTERNATIONAL STUDENTS

1. The Macquarie University [International Fee Refund Policy](#) forms part of this agreement and is part of these terms and conditions. This Policy may change from time to time however the version of the policy included in this Agreement will remain valid for the duration of the Agreement.
2. In the event that the University is unable to offer your course, the University will refund unspent, prepaid tuition fees under the Tuition Protection Service (TPS). TPS is a placement and refund service for international students provided by the Australian Government.
3. If you withdraw from your course within the first six months of study in your principal course the University may grant or refuse your request for a release to transfer to another education provider, in accordance with the [Transfer and Release for International Students Policy](#).

COMPLAINTS AND APPEALS

The University has a number of [appeals](#) and [complaint](#) policies which set out how to appeal a decision or make a complaint. More information about these policies is provided in the Important Information document.

FOR STUDENTS UNDER 18 YEARS OF AGE - INTERNATIONAL STUDENTS

1. The [Under 18 Welfare and Accommodation Procedures](#) apply to international students under 18 years of age.
2. If your welfare arrangements are approved by the University you must stay in an approved homestay until you turn 18, or your course finishes, whichever comes first.
3. If you are not living with a parent or nominated relative you must meet regularly with an U18 Student Administration Officer.

PRIVACY STATEMENT

1. This Privacy Statement contains details about how the University may collect, hold, use, process and disclose your personal information related to your application and your acceptance of an offer for enrolment at the University. The University has obligations under the Education Services for Overseas Students (ESOS) Act 2000 (ESOS Act) and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code); to ensure compliance with the conditions of visas and obligations under Australian immigration laws generally. The authority to collect this information is contained in the ESOS Act, the ESOS Regulations 2019 and the National Code.
2. The University is subject to the NSW Privacy and Personal Information Protection Act 1998 (PPIPA) and Health Records and Information Privacy Act 2002 (HRIPA). You can find out more information about how the University may use, disclose, process and handle your personal information by viewing the privacy policy and privacy management plan accessible on the University's Privacy page at <https://mq.edu.au/about/about-the-university/structure-governance/privacy>.
3. This Privacy Statement is in addition to the information provided in the Admissions and Enrolment Collection Notice currently accessible at <https://www.mq.edu.au/about/about-the-university/structure-governance/privacy/collection-personal-information>.
4. Information collected about me on this form and during my enrolment can be provided, in certain circumstances, to:
 - o The Australian Government including the TPS, or state or territory agencies, in accordance with legislative requirements and other designated authorities and, if relevant,
 - o The Tuition Assurance Scheme and the ESOS Assurance Fund Manager.
5. Your personal information will be collected, used, processed and disclosed for the purposes of the administration of your enrolment, your studies and University - related activities generally, including communications to you as an alumnus and member of the University after graduation.
6. In other instances, information collected on this form or during my enrolment can be disclosed without your consent where authorised or required by law including where the University may have serious concerns about your well-being.
7. The University may disclose information about your progress in the course to other educational institutions, at which you are, or have been, a student, where disclosure is necessary for the purpose of complying with the University's obligations under a collaboration agreement with the relevant educational institution.

8. Where you have stated that you are using the University's preferred OSHC provider, you authorize the University to release personal information relevant to your application and enrolment, including your name, date of birth, citizenship details and passport number to the University's preferred OSHC provider.
9. The University may also collect, use and disclose your personal information in accordance with the applicable privacy Collection Notices on the University's Privacy page including the Admissions and Enrolment Collection Notice.
10. You consent to the sending and receiving of electronic messages for the purposes of the University sending you information relevant to your studies, personal safety, and university life in accordance with the Spam Act 2003 (Cth) and any corresponding regulations for electronic communication methods.
11. The University can publish information on any awards and prizes you have been awarded and, where appropriate, the results for your honours course.

LEGAL REQUIREMENTS

1. Information about the ESOS framework and the National Code is at: internationaleducation.gov.au/Regulatory-Information/
2. Any school aged dependents accompanying me to Australia will be required to attend school and this will incur additional charges.
3. The University, its agents, contractors and employees will not be liable for you for any loss or damage arising directly or indirectly from your failure to check the available information or from the University's amendments to any fee, charge or terms.

VARIATION OF TERMS AND COURSES

1. The University may vary these Terms and Conditions by publishing the varied Terms and Conditions on the University's website. You will be notified of the variation through your University email address. Where the Terms and Conditions refer to other documents, including University documents, these documents may be updated, changed, or replaced from time to time without notification to you. The University will endeavour to inform you of key changes but does not undertake to provide you with updates on any or all changes.
2. The University will endeavour to provide the course as advertised but may postpone or cancel the course, alter any part of the course, including content, structure, entry requirements (including score conversions), presenters, practical training requirements and graduation requirements. If this occurs the University will give you as much notice as practicable of any such change and will consult with you about suitable alternatives where there is a material adverse impact on your studies.

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.

TERMS AND CONDITIONS OF SCHOLARSHIP OFFER

Mr ADIZOV, Numon | Student ID: 61068667 | Date of Birth: 29-Oct-2004



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By accepting this offer, I acknowledge and agree to the following terms and conditions:

SCHOLARSHIP

1. ELIGIBILITY

- Be a citizen of a country other than Australia or New Zealand; and do not hold permanent residency of Australia; and retain the status as an international student for the course duration.
- Have a full offer of admission with Macquarie University at North Ryde Campus or City Campus.
- Commence studies as per the course and start date indicated on the Scholarship Award letter.
- Maintain your enrolment in a full-time study load
- Maintain your enrolment in the course indicated on the Scholarship Award letter.
- Have not already completed another course at a higher level of study or seeking a second qualification at the same level.
- Meet all other criteria identified in the individual scholarship [website](#).
- Must not be a recipient of a government sponsorship or scholarship that covers full tuition fees, unless approved by Macquarie University Scholarship Team.

2. CONDITIONS

- This scholarship is payable as per the letter of offer and is valid for the course, intake and course duration indicated within this letter of offer.
- The scholarship offer will lapse after, if not accepted prior to, the acceptance deadline.
- The scholarship holder is not entitled to additional financial support from the University for any other expenses, unless otherwise approved by the University's Scholarship team.
- If enrolled in an undergraduate or postgraduate coursework degree to which the scholarship applies, the scholarship holder must maintain enrolment in a full-time study load which is 40 credit points per session or 20 credit points per term. If the scholarship holder enrolls in less than a full-time study load for the period to which the scholarship applies, the scholarship may be payable on a pro-rata basis.
- The scholarship holder must pay University fees by the due date and clear all outstanding University fee debts before any Scholarship payment will be made.
- The scholarship holder may be requested to assist Macquarie University in promotional activities.
- The scholarship holder is required to seek approval from the Macquarie University Scholarship Team before making any changes to their enrolment, including but not limited to: Leave of absence; Suspension of Studies; Course transfer; Discontinuation of studies; Change in visa status (if applicable).
- Any additional studies over and above the course requirement for the degree are undertaken at the student's own expense.
- Macquarie University reserves the right to amend these Scholarship Terms and Conditions without prior notice.
- This scholarship will only cover for the tuition fees of units enrolled at the North Ryde Campus or City Campus and will not cover for units enrolled in another institution, including exchange and study abroad units.

3. TERMINATION

The scholarship may be terminated if:

- The scholarship holder fails to comply with the University rules and/or regulations and [Academic Progression Policy](#).
- The course has been completed, or on the death, incapacity, withdrawal or cessation of studies.
- The scholarship holder does not resume studying at the conclusion of a period of approved leave or suspension (where applicable).
- The scholarship holder does not maintain eligibility or meet the conditions of the scholarship, as outlined above.
- The scholarship holder is a recipient of another major award or scholarship award from Macquarie University, unless otherwise approved by Macquarie University Scholarship Team.
- The scholarship holder is a recipient of another scholarship of greater value from Macquarie University, unless approved by Macquarie University Scholarship Team.
- The scholarship holder has been awarded a government sponsorship or scholarship that covers full tuition fees, unless approved by Macquarie University Scholarship Team.

4. OVERSEAS STUDENT HEALTH COVER (OSHC) AND STUDENT VISA INFORMATION

- The Scholarship does not cover the cost of Overseas Student Health Cover (OSHC) for the student and their dependants unless specified in the scholarship.
- Scholarship holders will be responsible for any costs associated with obtaining a Student Visa to study in Australia (if applicable).

ACCEPTANCE OF OFFER

Mr Numon ADIZOV | Student ID: 61068667 | Date of Birth: 29-Oct-2004



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PERSONAL DETAILS

Title: Mr	Gender: Male
Given name(s): Numon	Date of birth: 29-Oct-2004
Family name: ADIZOV	Country of birth: UZBEKISTAN
Passport number: FA8675633	Citizenship: UZBEKISTAN

COURSE DETAILS

Course Name	Start Date	End Date
Master of Information Technology (o8379oM) with a specialisation in Information Systems	23 February 2026	31 December 2027

PAYMENT DETAILS

Degree Commencement Fee	+ AUD\$ 23,150.00
Overseas Student Health Cover (26 months, Single cover)	+ AUD\$ 1,732.65
Scholarship Discount towards Acceptance Payment	– AUD\$ 5,000.00
Total Amount Payable to Accept Offer:	= AUD\$ 19,882.65

Tick **one** method of payment and attach proof of payment

<input type="checkbox"/> Convera (Debit or Credit Card)	<input type="checkbox"/> BPAY (Biller code: 50443 Reference number: 61068667)
<input type="checkbox"/> Convera (Telegraphic Transfer)	<input type="checkbox"/> Other (Please specify):

CONFIRMATION OF ENROLMENT (COE)

Your CoE will be forwarded to the email address you nominate below.
Issued once payment is verified and all required documents are received.

Your current location when applying for student visa:	<input type="checkbox"/> Australia	<input type="checkbox"/> Overseas
Email address for CoE:		
Contact phone number:		
Contact address in Australia (if you are currently in Australia):		

DECLARATION

By signing this document, I acknowledge and agree that I have read, understood and accepted the following:

- Details of the Offer;
- Duration and structure of the course offered;
- Terms and Conditions of the Offer;
- Macquarie University International Fee Refund Policy
- Recognition of Prior Learning Assessment (if applicable)
- Details of the Scholarship Offer (if applicable)
- International under 18 welfare arrangement form (if applicable)

Student's Signature

Date (DD/MM/YYYY)

UNDER 18 YEARS OF AGE

If you are under 18 years of age, please read the Students Under 18 Years of Age requirements mq.edu.au/under18.
Your parent or legal custodian must also sign this offer (cross out the one that does not apply).

Parent / Legal Custodian Name

Parent / Legal Custodian Signature

Date (DD/MM/YYYY)



IMPORTANT INFORMATION ABOUT YOUR ENROLMENT

This document provides important information in relation to your enrolment and studies. You are expected to be familiar with this information and act according to it. It is information you need to study successfully at the University, understand fees and charges; rights to complain and appeal University decisions and to comply with standards and values which the University takes seriously and may enforce by disciplinary proceedings. The information will be updated, changed and replaced from time to time or new information may apply and you are expected to keep yourself informed of changes.

COMMUNICATION

- The University uses your University email address to communicate with you and expects that you will access your University email account at least once a week. If you do not access your University account you may miss important notifications or information about your course. Failure to read information or notifications sent to you through this account will not be considered as a valid reason for a lack of knowledge, action or inaction on your part.

GETTING STARTED

- University and faculty Orientation sessions will provide you with important information and help you with making a good start to a successful experience at the University. You are strongly encouraged to attend orientations relevant to your studies.
- You should obtain your Campus Card within 5 business days of commencing your studies at the University. Follow the steps at <https://students.mq.edu.au/support/centres/service-connect/campus-card>.
- Find out more about getting started at <https://students.mq.edu.au/study/new-students/getting-started>.

ACCOMMODATION AND COST OF LIVING

- There are accommodation options available both on and off-campus. Information about accommodation can be found at <https://students.mq.edu.au/uni-life/accommodation>.
- Information about studying in Sydney and living expense examples can be found at: <https://www.mq.edu.au/study/information-for/international/living-study-sydney>.
- Any school aged dependents accompanying you to Australia will be required to attend school and this will incur additional costs. Information about the NSW Government public school education system and enrolment of the children of temporary overseas residents can be found at <https://www.deinternational.nsw.edu.au/study-options/study-programs/temporary-residents>

COURSE TUITION AND OTHER FEES

- Information about course tuition fees is available at <https://www.mq.edu.au/study/admissions-and-entry/fees-and-costs/> international and in your letter of offer. You should make sure that you understand the fees payable before enrolling on your course.
- Course tuition fees are charged on a per credit point basis with 80 credit points representing one full-time year of study. A compulsory study period is usually comprised of 40 credit points.
- English Language Program tuition fees are charged on a per week basis and by study block with each block normally consisting of 5 weeks of English language study. An enrolment fee also applies.
- Tuition fees are reviewed each year and are subject to change.
- Other fees and charges are also regularly reviewed and may change, or new fees and charges may be payable.

COURSE INFORMATION AND REQUIREMENTS

You should inform yourself of requirements for, and details about your course which will help you to understand what is necessary for success. This information is located at:

- the [Coursefinder](#) entry for your course of study: course details, offered modes of study, course duration, location and start dates, the admission requirements and any pre-requisites including the minimum level of English language proficiency, educational qualifications or work experience required, and whether course credit may be applicable.
- the [Handbook](#) entry for your course of study: course structure and content, learning outcomes, learning and teaching methods, assessment methods, inherent requirements, and any other course requirements and specifications, including but not limited to any fitness to practice requirements, compulsory online and/or work-based training, placements, and/or other community-based learning requirements.

UNIVERSITY CALENDAR, LOCATION AND LEARNING RESOURCES

- The orientation and start date for your course is outlined in your letter of offer. The session dates and holiday breaks / recesses relevant to your course of study are published on the University's [Calendar of Dates](#).
- You can find the [location of delivery](#) of your course, including the [campus facilities](#) offered, and [learning resources and support](#) available to you.

UNIVERSITY POLICIES AND PROCEDURES

- In order to maintain the best possible environment for study and campus life, and to meet the obligations of a public University, the University has policies and procedures which are available at [Policy Central](#). Your Faculty and Department will also have local procedures. These policies and procedures will change from time to time, and you are encouraged to refer to [Policy Central](#) to view the current version of policies relevant to the different stages of your studies.

- The University has a [Student Charter](#) which sets out the expectations students can have of the University, as well as the responsibilities of students, and provides links to policies which address these expectations in detail. If action is taken in relation to the conduct (general behaviour) of a student and the student wishes to appeal the process for this is set out in the Student Conduct Procedure, including timeframes within which you must lodge an appeal.

AUSTRALIAN GOVERNMENT POLICIES AND PROCEDURES

- Education for international students in Australia is regulated by the Commonwealth Government primarily through the *Education Services for Overseas Students Act 2000* (ESOS), and the *National Code of Practice of Education and Training to Overseas Students 2018* which can be found at: internationaleducation.gov.au/Regulatory-Information/. These documents set out obligations for universities and rights of overseas students.
- There are also Australian Government Visa and Immigration requirements which affect your studies which can be found at <https://www.studyaustralia.gov.au/english/latest-travel-and-visa-advice/updates/step-by-step-guide-to-visa-and-entry-requirements>

APPEALS AND COMPLAINTS

- The University has a *Complaints Resolution [Policy](#) and [Procedure](#) or Students and Members of the Public*. This policy is used if you feel the University has not delivered on its activities, or if you are unhappy with the behaviour of a staff member or other student. If you have other types of complaint, the policy tells you how to act upon these. Where a student is not satisfied with the outcome of the complaint, an internal review can take place in some cases. The grounds for this are described in the procedure.
- The University has an *Academic Appeals [Policy](#) and [Procedure](#)*. The academic appeals process is used concerning an academic decision made by the University. The Scope section of the policy explains what is covered by the policy and sets out how to act upon these, including timeframes within which you must lodge an appeal.
- Policies and Procedures change from time to time, and should you ever wish to make a complaint you should check the current version. The University has a team of [Student Advocates](#) who can explain how to use our policies and procedures. Any service point of the University can help you to contact the Advocates.
- The complaints and appeals policies are intended to make the processes fair and transparent. The policies require the matter is kept confidential where possible, and that a student making a complaint or appeal is not treated less favourably as a result of this action.
- A complainant can also refer their complaint to an external agency including the [Australian Human Rights Commission](#), [Anti-Discrimination Board of NSW](#), [NSW Ombudsman](#), [Audit Office of NSW](#), [NSW Independent Commission Against Corruption](#), and [Information and Privacy Commission NSW](#).

SECTION 1 - PURPOSE

1. This Policy specifies how Macquarie University will manage refunds of tuition fees and other administrative fees for fee paying international students.

Background

2. Education institutions delivering courses to international fee paying students are required to comply with the [Education Services for Overseas Students Act 2000](#), the [National Code of Practice for Providers of Education and Training to Overseas Students 2018](#) (National Code) and to meet their obligations under the Tuition Protection Service framework.
3. This Policy specifies the conditions and timing for managing tuition fee and non-tuition Fee Refunds to enable compliance with the relevant legislation.
4. This Policy supports the [Tuition Fees and Charges Rules](#).

Scope

5. This Policy applies to fees paid to Macquarie University by international fee paying students for tuition charges, including [Global MBA](#) (GMBA) students.
Note: The GMBA is an online course, and therefore is not available for international students seeking to study, or studying, in Australia on a student visa.
6. This Policy does not cover:
 - a. students enrolled in the Master of Research (MRes) Program and Higher Degree Research candidates who are covered by the [Higher Degree Research International Fee Refund Policy](#);
 - b. students who are enrolled at Macquarie University and are receiving funding under the United States Direct Loan program where there are specific regulations that overrule the provisions of this Policy.
 - c. students who participate in the inbound Study Abroad program and who pay fees to a third party provider or home institution, will be subject to the refund policy of that provider or institution.
 - d. fees for Overseas Student Health Cover (OSHC) payable to the University's Health Insurance provider. The Insurance Provider has their own refund policy that applies to fees paid by a student, sponsor or by the University on behalf of the student; and
 - e. fees payable to any Third Party Providers who deliver courses offered to students as part of a Packaged Program.

SECTION 2 - POLICY

Eligibility for Refund of Tuition Fees and Other Administrative Fees

Part A - Where a Commencing Student Withdraws from a Course

7. The Commencement Fee is a deposit, charged to fee paying international students when they accept the offer of admission to the University.
8. Where a commencing student withdraws from a Course prior to, or during, their Commencing Study Period and requests a refund of fees in writing, the University will deduct the following amounts:

Withdrawal Date	Deduction Amount
i. Prior to Commencement Date	20% of Commencement Fee
ii. On or after Commencement Date but on or before Census Date	50% of Commencement Fee
iii. After Census Date	100% of Commencement Fee

When the Commencing Study Period contains more than one (1) Study period, the Census date of the first Study Period will be considered as the Census Date for the Commencing Study Period.

9. Where a student was not charged a Commencement Fee, or was charged a partial Commencement Fee e.g. less than the Tuition Fee for the Commencing Study period, the Tuition Fee payable based on Standard Full-time Study Load for the Commencing study period will be considered the Commencement Fee for the purpose of this Policy and will be refunded in accordance with the conditions in Clause 7.
10. Where a student is approved to reduce their study load due to compassionate or compelling circumstances (e.g. advice from a health professional) or academic grounds (e.g. units not available), the Tuition Fee payable based on the actual study load for the Commencing Study Period will be considered the Commencement Fee for the purpose of this Policy. Unspent credits resulting from approval of a reduced study load will be considered the Tuition Fees for the subsequent Study Period.
11. Where a student is offered a partial University scholarship in the form of a discount towards the Commencement Fee, the Tuition Fee payable excluding any scholarship amount for the Commencing Study Period will be considered the Commencement Fee for the purpose of this Policy and will be refunded in accordance with the conditions in Clause 8.
12. Where a Commencing Student withdraws from a Course and provides documentary evidence that the application for a visa has been refused, the University may provide a full refund of the Commencement Fee paid.
13. For the purpose of the refund Policy, a student who withdraws from the [Global MBA](#) or the Non-Award [Global MBA](#) unit(s) will be subject to clause specified in the conditions in Clauses 26 and 27.
14. Where a Commencing Student obtains permanent residency prior to Census Date, and submits a 'Residency Verification Form' and accompanying documentary evidence prior to Census Date to notify the University of the change of residency, the student will be liable for the full fees applying to domestic students. The student may apply for a refund of the Commencement Fee paid and may be eligible for full refund of the difference between the Commencement Fee and domestic student fee. Where the student obtains Permanent Residency Status after Census Date or advises the University after Census Date, the student will be classified as an international student for the remainder of that Study Period.
15. Where a student has completed a course in a Packaged Program and did not meet the entry requirements of the subsequent University Course, the student may be made an offer in an alternative course for which they do meet the entry requirements.

Alternatively, a student may apply to withdraw and will be eligible for a partial refund of the Commencement Fee paid toward the subsequent University Course as per the conditions in Clause 8 (i).

16. Where a student does not commence the course and has not previously notified the University of their intention to withdraw from the Course, the student's offer will be withdrawn and the [Department of Home Affairs](#) will be notified by cancellation of the student's COE. The student will be requested to submit withdrawal and refund documentation and will be refunded in accordance with the conditions in Clause 8 point (i).

Part B - Where a Continuing Student Withdraws from a Course

17. Tuition fees for continuing students enrolling in subsequent study periods are due on or before the start of the Study Period.
18. Where a Continuing Student withdraws from a course during a subsequent Study Period and requests a refund of fees in writing, the University will deduct the following amounts:

Withdrawal Date	Deduction Amount
i. Prior to the first day of Study Period	0% Full refund of Tuition Fees Paid for the Study Period
ii. On or after first day of Study Period but on or before Census Date	20% of Tuition Fees for the Study Period
iii. After Census Date	100% of Tuition Fees for the Study Period

19. Where a Continuing Student is receiving a partial University scholarship in the form of a discount towards the Tuition Fees, the Tuition Fees payable excluding any scholarship amount for the Study Period based on Standard Full-Time Load will be considered the Tuition Fees for the purpose of this Policy unless the student was approved to reduce their study load for the Study Period.
20. Where a Continuing Student is excluded from their course and has already paid tuition fees for the first Study Period of their exclusion, they will be eligible for a full refund as per the conditions in Clause 18 point (i).
21. For the purpose of this Policy, an International Student who withdraws from a Study Abroad Program is considered a Continuing Student and will be eligible for a refund as per the conditions in Clause 18.
22. For the purpose of this Policy, a student who withdraws from the [Global MBA](#) or the Non-Award [Global MBA](#) unit(s) will be subject to the conditions specified in Clauses 25 and 26.
23. Where a Continuing Student obtains permanent residency prior to Census Date and notifies the University with documentary evidence prior to Census Date, the student will be liable for the full fees applying to domestic students. The student may apply for a refund of Tuition Fees paid and may be eligible for a full refund of the difference between the international and domestic Tuition Fees. Where the student obtains Permanent Residency Status after Census Date or advises the University after Census Date, the student will be classified as an International Student for the remainder of that Study Period.
24. Where a Continuing Student withdraws from unit(s) after Census Date and is automatically assigned a "Withdrawn" status (on or prior to the Last Date to Withdraw from a Unit Without Academic Penalty) or a "Fail Withdrawn" status (after the Last Date to Withdraw from a Unit Without Academic Penalty) for the unit(s), the conditions in Clause 18 point (iii) will apply.

Part C - Where a Student Withdraws from the Global Master of Business Administration Degree or Unit(s) or the Non-Award Global Master of Business Administration Unit(s)

25. Tuition Fees for degree and non-award students enrolling in [Global MBA](#) units(s) are due on or before the start of the Study Period.
26. Where a commencing or continuing or non-award student withdraws from a Course or units and requests a refund of fees in writing, the University will deduct the following amounts:

Withdrawal Date	Deduction Amount
i. On or before Census Date and defers enrollment and payments to a subsequent Study Period	0% of Tuition Fees for the Study Period
ii. On or before Census Date and requests a refund of fees paid for one or more units	\$100.00 AUD
iii. After Census Date	100% of Tuition Fees for the Study Period

Part D - Where a Macquarie University College Student Withdraws from an English Language Course

27. Where a Macquarie University College (The College) Student withdraws from a Course prior to, or during, their study at The College and requests a refund of English Language Commencement Fee in writing, the University will deduct the following amounts:

Withdrawal Date	Deduction Amount
i. Prior to Commencement Date:	20% of English Language Commencement Fee
ii. On or after Commencement date and during the first Study Block of the English Language Commencing Study Period	50% of English Language commencement fee
iii. After the first Study Block of the English Language Commencing Study Period	100% of English Language Commencement Fee

28. Where a Macquarie University College Student is offered a University scholarship in the form of a discount towards the English Language Commencement Fee, the Tuition Fee payable excluding any scholarship amount for the English Language Commencing Study Period will be considered the English Language Commencement Fee for the purpose of this Policy and will be refunded in accordance with the conditions in Clause 27.
29. Where a Macquarie University College Student withdraws from a Course during their study at The College and requests a refund of English Language Tuition Fees paid for English Language Subsequent Study Periods in writing, the University will deduct the following amounts:

Withdrawal Date	Deduction Amount
i. Prior to the first day of the Subsequent Study Period:	0%. Full refund of the English Language Tuition Fee for the Subsequent Study Period
ii. On or after the first day of the Subsequent Study Period	100% of the English Language Tuition fee for each Study Block of the Subsequent Study Period that has commenced

30. Where a Macquarie University College Student is excluded from their Course during their study at The College, the University will deduct the following amounts:

Exclusion Date	Deduction Amount
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i. Prior to the first day of the Subsequent Study Period	100% of the English Language Commencement Fee and 0% of the English Language Tuition Fee for the Subsequent Study Period
ii. On or after the first day of the Subsequent Study Period	100% of the English Language Tuition Fee for the Commencing Study Period and 100% of the English Language Tuition Fee for each Study Block of the Subsequent Study Period that has commenced

31. Where a Commencing Student withdraws from an English Language Course and provides documentary evidence that the application for a visa has been refused, the University may provide a full refund of the English Language Commencement Fee paid.
32. Where a Macquarie University College Student withdraws or is excluded from an English Language Course, the student may apply for a refund of the Commencement Fee paid for the non-English Language Course in the Packaged Program and may be eligible for a partial refund in accordance with the conditions in Clause 8 point (i).
33. Where a Macquarie University College Student does not commence the English course, and has not previously notified the University of their intention to withdraw from the course, the student's offer will be withdrawn and the [Department of Home Affairs](#) will be notified by cancellation of the student's COE. The student will be requested to submit withdrawal and refund documentation and will be refunded in accordance with the conditions in Clause 27 (i) for the English Language Commencement Fee paid. If the student accepted a Packaged Program, the student will be refunded in accordance with the conditions in Clause 8 (i) for the Commencement Fee paid for the non- English Language Course.
34. Where a Macquarie University College student is granted permission to defer their studies, the English Language Commencement Fee may be held for a period of one (1) calendar year from the date of written application. The student must notify the University in advance of the student's intended return date. The credit will remain in the student's account and will be allocated towards the English Language Tuition Fees for the new Commencing Study Period. If the student chooses not to resume their enrolment, the student will be requested to submit withdrawal and refund documentation and will be refunded in accordance with the conditions in Clause 27 (i) for the English Language Commencement Fee paid. If the student accepted a Packaged Program, the student will be refunded in accordance with the conditions in Clause 8 (i) for the Commencement Fee paid for the non-English Language Course.

Part E - Where a Course Cannot be Delivered by the University

35. After a Commencing Student has accepted an offer to the University, and in the event that the University is unable to deliver the Course or English Language Course as offered, the Commencing Student may be made an offer by the University in a suitable alternative Course for a cost no higher than the cost of the originally offered course.
36. Alternatively, the Commencement Fee paid by the Student will be refunded in full within 14 days of the provider default provisions within Section 46D of the [Education Services for Overseas Students Act 2000](#) being reported.
37. In the event that the Course ceases to be provided by the University after it has started but before the student has completed, or the University is unable to provide the Course in full as a result of a sanction imposed by a government regulator, the University will refund all unspent Tuition Fees, calculated as follows:
 - a. refund amount = weekly tuition fee x weeks in default period; and
 - b. default period = default day to the end of the period to which the payment relates.

Part F - Eligibility for Refund of Other Administrative Fees and Overpaid Tuition Fee

Enrolment Fee for English Language Course

38. Where a Macquarie University College Student withdraws from an English Language Course or defers their studies, the Enrolment Fee paid for the English Language Course originally accepted will not be refunded.

Study Abroad Internship Placement Fee

39. When a Study Abroad student is approved to withdraw the Internship Unit without penalty or when the internship placement is not secured, the University may provide a full refund of the Internship Placement Fee.

Student Services and Amenities Fee (SSAF)

40. Where a student withdraws from a Course prior to the Census Date, the University may provide a full refund of the SSAF paid for the relevant study period.

Overpaid Tuition Fee

41. Where a student has completed the Course or is enrolled in the last Study Period of the Course, the University may provide a full refund of Overpaid Tuition Fee for the Course.

Part G - Special Circumstances

42. Consideration may be given to a Fee Reversal and refund request regardless of the provisions established in this Policy, if a student withdraws from a unit(s) or a Course due to special circumstances that are:
 - a. beyond their control; and
 - b. make their full impact after the acceptance of the offer; and
 - c. make it impracticable for a student to pass the unit or continue their study; and
 - d. are usual, uncommon, or abnormal.
43. All applications for consideration of special circumstances must be accompanied by appropriate [independent supporting documentary evidence](#) that:
 - a. identifies the circumstances;
 - b. includes dates and/or the length of the circumstances;
 - c. explains the severity and impact of the circumstances;
 - d. clear describes how the circumstances have adversely affected the student's continuous study of the units or Course; and
 - e. include the dates(s) on which the student was seen by the professional providing the evidence.
44. An International Student who withdraws from unit(s) after the census date and submits an application to withdraw from units without penalty due to special circumstances, and is successful in that application, will then be automatically assessed for reversal of Tuition Fees and notified of the outcome. More information is provided on the University [Withdraw Without Penalty](#) webpage.

45. An International Student who requests a refund due to special circumstances must provide all documents at the time of application and ensure these satisfy the [supporting documentation requirements](#).

Part H - Refund Procedure

46. Where a student is eligible for a refund of fees according to the provisions of this Policy, or a student requests a refund due to special circumstances, they must complete the [International Request for Fee Refund Form](#) and submit the form to the Admissions and Scholarships Unit. The student should include any other required documents such as the [International Withdrawal and Release Request Form](#). Requests for refunds should normally be made within four (4) weeks of an event that qualifies the student for a refund.
47. Students who seek a refund or Fee Reversal under special circumstances should refer to the conditions in Clauses 42 to 45.

Part I - Payment of Refunds

48. Payment of refunds will be made within four (4) weeks of receipt and approval of the International Request for Fee Refund form and any other relevant documentation, except for cases under the conditions in Clauses 36 and 37, where the refund will be paid within 14 days.
49. Payment will be made to an account in the student's name, in the student's country of permanent residence, except where:
- a. the student has a valid Australian visa beyond the conclusion of their program; or
 - b. the refund amount is less than \$1,000 and the student has completed their program.
50. Payment will be made by telegraphic transfer or electronic funds transfer (EFT) and will be made in Australian Dollars (AUD) or its foreign exchange equivalent.
51. Students who have been released to transfer to another Australian education provider and have provided the unconditional Offer Letter of the institution, including the appropriate bank account details, can have their refund paid to that Institution.
52. Where a student is receiving sponsorship or a scholarship and their tuition has been paid by that sponsor or scholarship body, the refund will be paid to that sponsor or scholarship body upon receipt of their invoice.
53. In specific circumstances where the refund must be made to a third party, the student must apply for special approval. A letter giving the reason and consent for payment to the third party, as well as evidence that proves the relationship of the third party and the student, must be attached to the [International Request for Fee Refund Form](#).

Part J - Appeals

54. If a student is not satisfied with the decision made on a refund / reversal of fees, they may submit a written appeal to the Deputy Vice-Chancellor (Academic) within twenty eight (28) days of the date of the refund decision. For an appeal to be considered, the appeal must address the University policy or procedure that was not correctly followed or provide additional documentary evidence that was not available at the time of the original request.
55. The student will be informed of the result of the appeal within fourteen (14) days of the appeal being received by the Deputy Vice-Chancellor (Academic).
56. This agreement, and the availability of complaints and appeals processes, does not remove the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.

Part K - Students Ineligible for a Refund

57. Where a student has funds in their account due to a Fee Reversal (see clause 63(r), Section 5 - Definitions), these can only be used to pay Tuition Fees and other administrative charges. Funds received due to a Fee Reversal are not available for a Fee Refund (see clause 63(q), Section 5 - Definitions).
58. A student who has funds in their account and is not completing their studies in the current Study Period will not be eligible for a Fee Refund unless specified in one of the conditions of this Policy or special consideration is requested by the student and agreed by the University. The credit will remain in the student's account and will be allocated towards tuition fees for subsequent Study Periods. This includes credit from:
- a. overpayment in any study period; and
 - b. withdrawal from one or more units after payment has already been made.
59. A Macquarie University College student who has funds in their account due to early completion of their English Language Course and has satisfied the entry requirements of the subsequent Course in the Packaged Program will not be eligible for a Fee Refund unless special consideration is requested by the student and agreed by the University. The credit will remain in the student's account and will be allocated towards Tuition Fees for the subsequent Course.
60. If a student is found to have provided false or misleading information, the University reserves the right to retain up to 100% of any fees paid and may annul that student's enrolment.

SECTION 3 - PROCEDURES

61. Nil.

SECTION 4 - GUIDELINES

62. Nil.

SECTION 5 - DEFINITIONS

63. Commonly defined terms are located in the University [Glossary](#). The following definitions apply for the purpose of this Policy:
- a. Census Date: Census Date forms part of the University's [Calendar of Dates](#). Actual dates for each study period are published on the University website under Important Dates. Or for the Global Master of Business Administration (GMBA) program under [Global MBA](#).
 - b. Commencement Date means the first day of the student's Commencing Study Period as detailed in the Letter of Offer. This will usually be the Monday of the student's first week of classes.
 - c. Commencement Fee means a deposit charged to international students when they accept their offer of admission to the University which contributes towards the Tuition Fees in their Course(s). The amount of the Commencement Fee is specified in the Letter of Offer.
 - d. Commencing Student means an international student who has accepted the offer of a University place and who will commence their course on the Commencement Date or who has commenced their Course and is in their Commencing Study Period.
 - e. Commencing Study Period means the first Study Period in which the student enrolls in the Course. For students enrolled in a program at Macquarie University College (The College) or a Course that is delivered over four (4) terms in an academic year, the Commencing Study Period is deemed to be the first two (2) terms.
 - f. Confirmation of Enrolment (COE) means the document produced from the Department of Education Provider Registration and International Student Management System (PRISMS) and provided to an international student when they have accepted

- the offer of admission to a course.
- g. Continuing Student means a student who has completed the Commencing Study Period in the Course and remains effectively enrolled.
 - h. Course means a program of study which includes Study Periods that may be called a session, semester, or term. A Course does not include English Language Intensive Courses for Overseas Student (ELICOS) for the purpose of this Policy.
 - i. Deduction Amount means the amount deducted from an approved Fee Reversal or refund.
 - j. English Language Commencement Fee means a deposit, charged to fee paying international students when they accept the offer of admission to the English Language Course at the Macquarie University College which contributes towards the Tuition Fees of their English Language Commencing Study Period.
 - k. English Language Commencing Study Period means the first five (5) Study Blocks of the English Language Course in which the student enrolls at The College. For students enrolled in an English Language Course which includes five (5) or less Study Blocks, the English Language Commencing Study Period is deemed to be the entire duration of the English Language Course.
 - l. English Language Course means an ELICOS program which includes up to 12 study blocks.
 - m. English Language Study Block means a period of English Language study of five (5) weeks.
 - n. English Language Subsequent Study Period means the remaining or additional English Language study period after the English Language Commencing Study Period.
 - o. Enrolment Fee means an administrative fee charged to international students when they accept their offer of admission to the English Language Course.
 - p. ESOS means the [Education Services for Overseas Students Act 2000](#), which is a set of legislative requirements and standards for the regulation of education and training institutions offering courses to international students in Australia on a student visa.
 - q. Fee Refund means a process whereby the University pays funds from the student's University account to the student or approved third party. Fee Refunds are not the same as Fee Reversals.
 - r. Fee Reversal means a process whereby fees that were charged to the student's University account are reversed or waived.
 - s. International Student means a student enrolled in a Macquarie University course or unit who is not an Australian Citizen or Permanent Resident or a New Zealand Citizen.
 - t. Last Date to Withdraw from a Unit Without Academic Penalty forms part of the University's calendar of Important Academic Dates. Actual dates for each Study Period are published on the University website under Important Dates.
 - u. Letter of Offer means the document provided to international applicants which details the Course, Intake, Fees and conditions for which they have been offered admission.
 - v. Packaged Program means a program that includes multiple Courses, which may or may not be wholly provided by the University.
 - w. Sponsored Student means a student who is sponsored by a third party who has provided the University with a Financial Guarantee for the cost of all or part of the tuition and other related fees.
 - x. Study Period means a period of study of up to 24 weeks.
 - y. Standard Full-Time Study Load means 40 credit points for a standard session or 20 credit points for a term.
 - z. Tuition Fees means fees payable by an International Student to the University for each Study Period.