

International Student Fees and Refunds Agreement

Section 1 - Purpose and Context

(1) The [Education Services for Overseas Students \(ESOS\) Act 2000](#) and the National Code of Practice mandate particular tuition fee refund entitlements for overseas students studying in Australia.

(2) The [Enrolment Policy](#) and the [Student Fees Policy](#) provide the institutional policy framework for all University fees and refunds matters. The University's [International Student Fees and Refund Agreement \(the Agreement\)](#) provides additional details to ensure overseas students' particular consumer rights are protected.

(3) From 1 July 2012, the Tuition Protection Services legislation further strengthens the financial protection of international students. Streamlined Visa Processing, also introduced from 24 March 2012, provides additional safeguards for genuine students and universities.

Section 2 - Definitions

(4) The Agreement contains all relevant definitions.

Section 3 - Policy Statement

(5) The University of Western Sydney provides all prospective overseas students with an ESOS compliant fees and refund agreement as part of the recruitment and enrolment process.

(6) The Agreement is provided as part of the University's [International Offer Pack](#) and is therefore part of the written agreement between each overseas student and the University.

(7) The Agreement can be found on the [International Fee and Refund Agreement webpages](#).

Section 4 - Procedures

Part A - Refund of Fees

(8) To apply for a refund of fees, a student must:

- a. make a request in writing by submitting the [Request for Fee Refund - International Students Only Form](#) to Fees and Student Finance Unit; and
- b. where they paid the fees, nominate either an overseas or Australian bank account into which the University will pay the refund, which may be the account of a third party, such as another education provider.

(9) Where a third party paid a student's fees, the University will refund the fees to that third party unless the third party authorises the University in writing to pay the refund to another person.

(10) The University:

- a. will assess applications for refunds in accordance with the Agreement;
- b. will not split refund payments between two or more parties;
- c. will notify a student in writing of the date and amount of a refund; and
- d. will report all refunds to the Director, Tuition Protection Service on a student's Confirmation of Enrolment via PRISMS.

Part B - Release or Withdrawal After Refund

- (11) On obtaining a refund, a student who wishes to transfer to another education provider in Australia must also:
- a. apply for release from the course if they have studied less than six months of their principal course at the University, or
 - b. withdraw from their course if they have completed six months or more of study at the University.

Section 5 - Guidelines

(12) Other relevant ESOS related information can be found at the University's [Education Services for Overseas Students \(ESOS\) pages](#).

(13) The Australian Government's fact sheet for overseas students on Fees and Refund Amendments can be found on the Government's Australian Education International webpage.

(14) Advice in relation to transferring courses is available from the Welfare Services Office or Student Central on each campus. For full details, see [Transferring Between Education Providers](#).

Status and Details

Status	Historic
Effective Date	15th October 2015
Review Date	15th June 2016
Approval Authority	Vice-Chancellor and President
Approval Date	8th October 2015
Expiry Date	1st November 2015
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