

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.

Section 2 - Definitions

(3) The Agreement contains all relevant definitions.

Section 3 - Policy Statement

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

(5) 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.

(6) The Agreement can be found on the [International Fee and Refund Agreement - University Web Page](#).

Section 4 - Procedures

Part A - Refund of Fees

(7) 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; 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.

(8) 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.

(9) 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

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

Section 5 - Guidelines

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

(12) The Australian Government's fact sheet for overseas students on Fees and Refund Amendments can be found on the [Australian Government - International Education web page](#).

(13) Advice in relation to transferring programs is available from Student Welfare Service or Student Enquiry and Information Services on each campus. For full details, see [Transferring Between Education Providers](#).

Status and Details

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Glossary Terms and Definitions

"Program" - A program of study consisting of at least four subjects or 40 credit points leading to an award of the University (Foundation Studies Program, Undergraduate Preparation Program, Diploma, Advanced Diploma, Undergraduate Certificate, Associate Degree, Bachelor Degree, Bachelor Honours Degree, Graduate Certificate, Postgraduate Certificate, Graduate Diploma, Postgraduate Diploma and Masters by Coursework Degree) which when successfully completed is conferred on the graduand by the Board of Trustees.