

International Student Refund Policy

1. PURPOSE

- 1.1 This document sets out Charles Sturt University's policy on the refund of monies to international students for course fees where the student does not study for part or any of the period in which they were to study.
- 1.2 The objectives of this Policy are to:
 - (a) provide students with an understanding of when, how and in what amount their fees will be refunded by the University; and
 - (b) comply with the requirements of the Commonwealth *Education Services for Overseas Students Act 2000*.

2. SCOPE

- 2.1. This Policy applies to all international students of Charles Sturt University (CSU) studying anywhere by any mode except where 2.2 applies.
- 2.2. This Policy does not apply to students who have an amended individual course refund policy issued with their offer letter insofar as the amended individual course refund policy is inconsistent with this policy.

3. REFERENCES

- 3.1 This Policy should be read in conjunction with the student's offer letter as it forms the initial contract with the student.
- 3.2 Where the student is studying in Australia utilising any subclass of Visa, the conditions of that Visa form relevant information in regard to obligations on the student including in regard to maintenance of student enrolment load.

4. REFUND PRIOR TO COMMENCING STUDY FOR THE FIRST TIME

- 4.1 CSU will provide a full refund of any tuition fees paid if:
 - a) the student is unable to obtain a Visa;
 - b) political or civil unrest or natural disasters prevent the student leaving their home country or paying fees in full;
 - c) the student is unable to commence their course because of a serious and prolonged illness, disability or death of a parent, sibling, spouse or child;
 - d) the offer of a place is withdrawn;
 - e) the course which was applied for is no longer offered; or
 - f) CSU refuses to enrol the student in a course.
- 4.2 Where a refund is requested prior to the first session of study, Schedule A in Appendix 1 applies except where the study is at an Australian-based University location (including partner locations), in which case 4.3 applies.
- 4.3 Where the request for a refund is related to the first session of study at an Australian-based University location (including partner locations) and the notification of withdrawal is prior to the start of session an administrative fee representing a contribution towards administrative costs may be charged. The non-refundable tuition fees (provided by Schedule A in Appendix 1) plus the administrative fee will not exceed \$2,500.

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5. REFUND OF COURSE FEES AFTER COMMENCING STUDY

- 5.1 After commencing study with CSU, the student must complete two processes to receive a refund:
- the student must notify CSU of withdrawal of subjects; and
 - the student must seek a refund.
- 5.2 The student must notify CSU of their withdrawal in writing. After the fourth week of session, an academic assessment will occur on the student's grades and the final grade must be considered in accordance with the Academic Withdrawal Policy (Section 13 of the enrolment regulations http://www.csu.edu.au/acad_sec/regulations.htm#7). Please note that on-campus international students are very likely to have the requirement for a full study load in order to maintain their Visa conditions.
- 5.3 CSU will refund tuition fees according to Schedule B in Appendix 1 except where the student requests a fee rollover to a subsequent session.

6. OBLIGATION TO NOTIFY CSU

- 6.1 The student must notify CSU in writing of their intention to cease enrolment and the student remains liable for any course fees due up until that date. The date that CSU confirms receipt of the notice will be the date used for all calculations.
- 6.2 The student must notify the University in writing of their request to refund within 90 days of the end of the applicable session or no refund will be considered.

7. FEE ROLL-OVER

- 7.1 If a student withdraws from a subject within 4 weeks of commencement of a session, the student may request in writing for their entire subject fee to be credited to their CSU account for future subjects. This money must be applied to future subjects. Requests for refund at the point that the fee rollover was originally requested will be considered.

8. EXCEPTIONAL CIRCUMSTANCES

- 8.1 The Student Administration Claims Committee may consider written requests for refunds due to exceptional circumstances and may increase the amount of refund provided beyond the levels provided in the schedules contained in Appendix 1.
- 8.2 Acceptance of money appropriately refunded within the amounts contained within the schedules contained in Appendix 1 does not preclude an application for exceptional circumstances and students must first apply for refund of amounts under the schedules unless a refund of 0% is applicable.
- 8.3 Applications for refunds beyond the levels within the schedules contained in Appendix 2 will be deemed to be denied if the matter is not determined within 30 days allowing the student to appeal.
- 8.4 Applications for refunds beyond the levels within the schedules contained in Appendix 2 must provide details and appropriate verifiable evidence of the circumstances which support that the reasons for withdrawal:
- are beyond the student's control; and
 - do not make their full impact on the student until on or after the commencement of session in question; and
 - make it impracticable for the student to complete the requirements for the subject during the period during which the student undertook, or was to undertake, the subject.

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9. CIRCUMSTANCES WHERE NO REFUND WILL BE PROVIDED

- 9.1 A refund will not be provided in any circumstances where the student has supplied fraudulent, forged or deliberately misleading documentation.
- 9.2 A refund will not be provided where the student has had their enrolment terminated due to either academic or behavioural misconduct as specified in Regulations pursuant to the *Charles Sturt University Act 1989* for the session in which the misconduct occurred.
- 9.3 A refund will not be considered if the request is submitted after the student has had their enrolment terminated due to non-payment of course fees.
- 9.4 A refund will not be provided if the student fails to notify their request for refund within 90 days of the end of the session in which the tuition fee was applicable.

10. APPEALS OF DECISIONS / COMPLAINTS

- 10.1 If after 30 days from receipt of an application by the University, the student has not been notified of an outcome, or if the student wishes to appeal the decision, they do so by applying to the Director, Student Administration at the contact details provided in Appendix 2.
- 10.2 If the student is not satisfied with the application of this Policy, they should raise their concern with the [University Ombudsman](#) at the contact details provided in Appendix 2.
- 10.3 The student at any point is also entitled to take legal action under Australia's consumer protection laws.

11. CHANGE OF VISA STATUS

- 11.1 If the student provides the University with written evidence that they have had Australian Permanent Resident status or Australian Citizenship granted before the applicable Census Date, they will be entitled to a refund of all international tuition fees paid, however they become liable for that (and subsequent) sessions to pay applicable domestic student fees.

12. PAYMENT OF REFUNDS

- 12.1 Refunds will be credited to the student's account or where an account is named as the source account within the contract, to that account, and will be based on the Australian dollar fee for the course rather than any foreign currency amount.
- 12.2 If the course is being terminated, the amount will be paid within 4 weeks (or 2 weeks in the case of situations listed in 4.1d, 4.1e or 4.1f above) after the written notification date by telegraphic transfer to a bank. The University will not compensate students for any exchange rate differences or transfer costs that have occurred when undertaking foreign currency exchange.

13. DISCLOSURE OF INFORMATION

- 13.1 Personal information provided by students to the University may be made available to Australian Commonwealth and State Agencies pursuant to legislation, particularly in regard to the University's obligations under the *Education Services for Overseas Students Act 2000*.
- 13.2 CSU is required under Section 19 of the *Education Services for Overseas Students Act 2000*, to inform the Department of Immigration and Citizenship about changes to student course enrolment and any breach of student visa condition relating to satisfactory academic performance.

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APPENDIX 1 – REFUND SCHEDULES

Schedule A – Withdrawal prior to commencing study for the first time

| Date request to withdraw lodged | Portion of tuition fee refundable |
|---|-----------------------------------|
| 4 weeks (28 days) or more before the start of the session. | 90% |
| Before the start of the session, but less than 4 weeks (28 days) before the start of session. | 75% |
| On or after the start of the session, but less than 4 weeks (28 days) after. | 50% |
| 4 weeks (28 days) or more after the start of the session | 0% |

Schedule B – Withdrawal following commencing study

| Date request to withdraw lodged | Portion of tuition fee refundable |
|---|-----------------------------------|
| Before the start of the session. | 100% |
| On or after the start of the session, but less than 4 weeks (28 days) after | 50% |
| 4 weeks (28 days) or more after the start of the session | 0% |

APPENDIX 2 – CONTACT ADDRESSES

Student Administration Claims Committee and the Director of Student Administration may be directed to:

Division of Student Administration
Private Mail Bag 7
Bathurst NSW 2795
Australia
Email: PartnersRemission@csu.edu.au

The University Ombudsman
Charles Sturt University
Boorooma Street
Wagga Wagga NSW 2678
Australia
Email: ombudsman@csu.edu.au