

These Terms and Conditions have been developed in accordance with the ESOS Act 2000, ESOS Regulations 2019, the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 and the University's Student Fees and Loans Policy (Policy No: A-47) <http://i.unisa.edu.au/policies-and-procedures/university-policies/academic/a-47/>

1. Payment and Calculation of Fees

- 1.1 In order to accept an Offer of Admission, international students are required to pay 50% of the annual tuition fee (First Tuition Payment). If they will be obtaining a student visa they will also require visa length Overseas Student Health Cover.
- 1.2 Unless specifically requested, payment is not required from students with conditional offers until they meet the conditions of their Offer. If a student does make payment in respect of a conditional offer when not required to do so, any application for a refund will be assessed in accordance with these Terms and Conditions.
- 1.3 Continuing international students are students who have completed 18 units of study at the University. They are charged tuition fees for each study period based on their enrolment load (total unit value). Due dates for payments are set per study period and are shown on the student invoice. If students do not pay in full by the due date shown on the invoice they are considered to be in bad financial standing (BFS). A student in BFS will not be permitted to enrol, review results, obtain an academic transcript, graduate or obtain a new Confirmation of Enrolment document.
- 1.4 If a student is sponsored by a third party, the University establishes a contract between the University and the third party for payment of fees. If the third party defaults on payments the student is responsible for payment of the tuition fees.

2. Student Services and Amenities

- 2.1 International students contribute to student services and amenities as a component of their tuition fees.
- 2.2 Inbound exchange students will be invoiced for this fee at the beginning of each study period, based on their enrolment load.
- 2.3 All other international students will have this included in their tuition fees.
- 2.4 Students will not be entitled to any refund of this fee after the census date.

3. Refunds of First Tuition Payment

- 3.1 Students are entitled to a full (100%) refund of their First Tuition Payment if:
 - (a) they are refused a student visa and provide documentary evidence of such refusal;
 - (b) their student visa is delayed by circumstances beyond their direct control and they provide independent documentary evidence to support their claim and as a result they are not able to commence in the study period for which they applied;
 - (c) the offer of a place is withdrawn by the University unless it is withdrawn due to incorrect or incomplete information supplied by or on behalf of the student in which case any refund will be entirely at the University's discretion;
 - (d) in the unlikely event that the University is unable to provide the program or start the program on the agreed starting day. In these circumstances the student may also be offered enrolment in an alternative program at no extra cost to the student. Students have the right to choose whether to accept the place in the alternative program (which they must do in writing) or the full refund of their First Tuition Payment.
- 3.2 Students will be refunded:
 - (a) 90% of their First Tuition Payment if they give written notice of their inability to study at least four (4) weeks before the commencement of their first study period;
 - (b) 90% of their First Tuition Payment if they have not met the appropriate entry requirements in their conditional offer and have given written notice prior to the commencement of their first study period;
 - (c) 50% of their First Tuition Payment if they have given less than four (4) weeks written notice before the commencement of their first study period of their inability to study or where they withdraw from the program on or before their first study period census date.
- 3.3 Students will not be entitled to any refund of their First Tuition Payment if:
 - (a) they withdraw from the program after their first study period census date regardless of whether they have enrolled in less than 18 units and part of the First Tuition Payment remains on their account;
 - (b) they have been denied a release; or
 - (c) they do not provide appropriate evidence to support their refund application.
- 3.4 Students will not automatically be entitled to a refund of their First Tuition Payment if their visa is cancelled. Circumstances surrounding the visa cancellation will be assessed on a case by case basis

- 3.5 The University may in its sole discretion waive timeframes if the student is able to provide compassionate and compelling reasons together with supporting documentation as to why a refund application was not submitted earlier.
- 3.6 Refund applications for continuing students will be assessed in accordance with the University's Student Fees and Loans Policy.
- 3.7 For the purposes of these Terms and Conditions the following definitions apply for non-award programs "Commencement of the Study Period" means the date the program commences and "census date" means four (4) weeks from the date the program commences.

4. Refund of Overseas Student Health Cover

- 4.1 If the University arranged Overseas Student Health Cover (OSHC) on behalf of the student and the student has not yet entered Australia they will be refunded 100% of their OSHC by the University.
- 4.2 If a student has entered Australia the University cannot refund any OSHC and the student must apply for a refund from their OSHC provider (which may retain a compulsory minimum cover premium in accordance with its refund policy).

5. Refund Process

- 5.1 Students seeking a refund must apply in writing using the Refund Request Form ¹;
- 5.2 Students must attach with the Refund Request Form:
 - (a) a copy of their passport (including the signature page);
 - (b) a statement explaining why they are requesting a refund;
 - (c) appropriate evidence to support their claim for a refund.
- 5.3 In the event that the student is requesting a refund due to returning home, they must evidence their departure. This will be verified by the University by checking their location with the Department of Home Affairs prior to processing the refund.
- 5.4 In the circumstances referred to in 3.1 (a) and (b) and 3.2 (a) (b) and (c) a refund will be processed within four (4) weeks and in the circumstances referred to in 3.1 (c) and (d) a refund will be processed within fourteen (14) days of receiving a complete application.
- 5.5 Refunds are paid in Australian dollars and will only be made if the University has already received cleared monies in its bank account.
- 5.6 If their First Tuition Payment was made by credit card, the refund will be made to the credit card used for payment.
- 5.7 Refunds may be paid to a third party (i.e. person or organisation other than the student):
 - (a) at the student's request; or
 - (b) where the payment was made by a third party and the University is required by Australian Law or by agreement to refund the original payer.

6. Deferrals

- 6.1 If a student defers the commencement of their program to a future study period their First Tuition Payment will be transferred to that future study period.
- 6.2 If a student applies for a refund but then defers and later applies for a new refund of their First Tuition Payment that new refund request will be processed using the timeframes of the original refund application and not the new refund application e.g. if the student applied on census date in the first application and 4 weeks before the commencement of the study period in the second application, the second application will be processed as if it was submitted on census date.

7. Appeals Process

- 7.1 Students can appeal against the University's decision regarding refunds if they believe that the University's Student Fees Policy or these Terms and Conditions have not been correctly observed or other relevant information has not been considered. Students must lodge their appeal in writing with documentary evidence to support any claims to the Registrar and Director: Student and Academic Services via qualityandcompliance@unisa.edu.au.
- 7.2 The appeal must be lodged no more than 28 calendar days after the student has been advised of the decision they are appealing against.
- 7.3 These Terms and Conditions and the availability of an appeals processes does not remove the right of the student to take action under Australian Consumer Law.

¹ <https://international.unisa.edu.au/how-to-apply/forms-and-fees/>