

UQ College (UQC)

## Policy and Procedure

<b>Reference:</b>	Student
<b>Title:</b>	Student Fees and Refunds Policy and Procedure – ELICOS
<b>Custodian:</b>	CEO
<b>Reviewer:</b>	Senior Manager Corporate Services
<b>Date Approved:</b>	10 March 2021
<b>Review Date:</b>	9 March 2022
<b>Audience:</b>	Students enrolled in the UQC ELICOS program UQC staff involved in academic and student administration
<b>Associated Policies:</b>	<a href="#">Education Services for Overseas Students (ESOS) Act 2000</a> <a href="#">National Code of Practice 2018</a> <a href="#">ESOS Tuition Protection Service and Other Measures Act 2012</a> UQC Enrolment Policy and Procedure UQC Student Grievance Resolution Process
<b>Version:</b>	1.0

The registered provider of the Foundation and ELICOS programs is The University of Queensland (CRICOS Code 00025B). UQ College Ltd will deliver the Foundation and ELICOS programs on behalf of The University of Queensland pursuant to a third-party arrangement notified by the parties to the Tertiary Education Quality and Standards Agency.

## Purpose and Scope

This policy outlines the arrangements for assessing refunds for students of the UQC ELICOS Program and applies to all prospective, current and former students in the UQC English Language courses.

### Exclusions

The following categories of refund are not covered by this procedure:

- Overseas Student Health Cover (OSHC) cancelled after arrival in Australia. International students should consult their OSHC provider about refund provisions.

*NOTE: Neither the procedures below nor the UQC Student Grievance Resolution Process remove the right of a student to take action under Australia's Consumer Protection laws or to pursue other legal remedies.*

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## Process and Key Controls

- Eligible students (or their agent/parent/guardian) must apply in accordance with this Procedure for a refund to be considered and processed by UQC.
- To process a refund application a student must have an amount in credit in their student account.
- The Senior Manager Corporate Services, UQC, has primary responsibility for managing the student fees function at UQC, including authorising refunds.
- UQC will process refund requests within 28 calendar days of receiving a valid student refund application. If information required from a student to process an application is not complete or correct, the processing timeframe will commence once the required information is received.
- Unless stated in this Student Fees and Refunds Policy and Procedure, administrative fees and charges, including the Enrolment Fee, Student Services Fee, and Textbooks and Materials Fee, will not be refunded on the cancellation of enrolment.
- Refunds are paid in Australian dollars.
- All bank, foreign currency exchange and transaction fees will be incurred by the student.
- Any outstanding fees owed to UQ College will be deducted from any approved refund.
- Refunds will be issued to the bank account or credit card account from which the fees payment was made.
- Students have a right to seek a review of a refund decision in accordance with Section 5 of this Procedure.

## 1. Policy

- 1.1 UQC Student Refunds Policy and Procedure – ELICOS Program, operates in compliance with the Education Services for Overseas Students Act 2000, and the ESOS Tuition Protection Services and Other Measures Act 2012.
- 1.2 The Student Fees and Refunds Policy will be provided to students in their Letter of Offer/Enrolment Agreement and is also available on the UQC website.

## 2. Student Fees

- 2.1 All ELICOS student fees published on the UQC website and in marketing materials are subject to review annually.
- 2.2 UQC has no control over the fees set by The University for undergraduate programs, or the changes that may occur to these.
- 2.3 Students accept liability for the payment of fees by the due dates specified in their offer letter

## 3. Eligibility for Refunds

- 3.1 A full refund of all fees paid will be made where an application for a visa is refused by Australian immigration authorities and a student is unable to commence their English language course due to the visa refusal. Certified evidence of the visa refusal is required within two weeks from the date of notice.
- 3.2 Any student who cancels an enrolment in a UQC English language course more than four (4) weeks prior to the scheduled commencement of the course will have the prepaid tuition fees refunded less a cancellation charge equivalent to one (1) week of the current year's published tuition fee. The Student Services Fee and the Textbooks and Materials Fee will also be refunded in full.
- 3.3 Any student who cancels an enrolment in a UQC English language course less than four (4) weeks prior to the scheduled commencement of the course will have the prepaid tuition fees refunded less a cancellation charge equivalent to up to five (5) weeks of the current year's published tuition fee.
- 3.4 Any student who cancels an enrolment in a UQC English language course after the course has commenced, is not eligible for a refund of any fees paid.
- 3.5 A refund is not payable where UQC cancels a student's enrolment in the following circumstances:
  - 3.5.1. UQC withdraws an international student's offer of a place in an ELICOS course or cancel's an international student's enrolment in an ELICOS course, due to the provision of incomplete or incorrect information in an application for admission. In this case the cancellation charge will be applied as per 3.2 – 3.4 above.
  - 3.5.2. UQC cancels a student's enrolment in an ELICOS course under the UQC Student Misconduct Policy. In this case no fees paid by the student are refunded.

- 3.6 Any student who is provisionally enrolled in an ELICOS course on condition of presenting evidence of meeting English language proficiency requirements and cannot achieve the required condition, will have the prepaid tuition fees refunded in full. The Student Services Fee and the Textbooks and Materials Fee will also be refunded in full.
- 3.7 Any international student who becomes an Australian citizen or permanent resident, or a New Zealand citizen, during their enrolment in a UQC ELICOS course and subsequently cancels their enrolment, is not eligible for a refund of any fees paid
- 3.8 In the unlikely event that UQC is unable to deliver an ELICOS course in full, an enrolled student will be offered enrolment in an alternative program, or they will be offered a refund of all unspent prepaid tuition fees paid for the study period in which the default occurs and any tuition fees paid in advance for future studies at UQC. If UQC is unable to deliver the ELICOS course that has been paid for and does not offer students an alternative course that they accept, or pay a refund of unspent prepaid tuition fees, the Australian Government's Tuition Protection Service (TPS) will assist students to find an alternative course or to get a refund, if a suitable alternative is not found.

## 4. Applications for Refunds

- 4.1 Students (or parent/guardian if student is under 18 years of age) applying for a refund must submit an online Cancellation form via the UQC Student Portal.
- 4.2 UQC will process refund requests within 28 calendar days of receiving a valid student refund application. If information required from a student to process an application is not complete or correct, the processing timeframe will commence once the required information is received.
- 4.3 Where a student provides documentary evidence clearly demonstrating that compelling or compassionate circumstances apply, a refund of fees will be at the discretion of UQC and will be consistent with the UQC Student Fees and Refunds Policy and Procedure – ELICOS Program.

NB. Compelling and compassionate circumstances are generally those beyond the control of the student and which have an impact upon the student's academic progress or well-being. These include, but are not limited to:

- i. Serious illness or injury.
- ii. Bereavement of close family members such as parents, siblings, or grandparents.
- iii. Major political upheaval or natural disaster in the home country.
- iv. Involvement in a traumatic experience.

## 5. Appeals Process

- 5.1 Students will receive written notification of a decision regarding their refund application within 14 calendar days of receiving a valid student refund application. The student will also be provided with a copy of the UQC Student Grievance Resolution Process. Where any student disagrees with UQC's application of the Refund Policy and Procedure the student has 20 working days to submit an appeal using the UQC Student Grievance Resolution Process
- 5.2 The student's appeal is reviewed by the Senior Manager Corporate Services. Students will receive written notification of a decision regarding the outcome of the appeal, including any reasons for an appeal being denied.

- 5.3 If the appeal is denied the student is informed of their option to appeal to the Queensland Ombudsman. The student is informed that they have 10 working days to make an appeal to the Queensland Ombudsman and that they are required to inform UQC of their case number as proof of lodgement.

## Definitions

<b>CRICOS</b>	Commonwealth Register of Institutions and Courses for Overseas Students. Database of every course and institution that enrolls overseas students.
<b>Confirmation of Enrolment (eCoE)</b>	A document provided electronically, which is issued by the registered provider to intending overseas students and which must accompany their application for a student visa. It confirms the overseas student's eligibility to enrol in the particular course of the registered provider and specifies the dates of the enrolment period.
<b>Enrolment</b>	Where the student has been issued with an eCoE to confirm acceptance by UQC and is occupying a place in the CRICOS registered course for which the student was accepted. The period of enrolment includes any scheduled breaks between terms.
<b>Enrolment Agreement</b>	Written agreement between UQC and student which outlines provisions and conditions of enrolment.
<b>ESOS Act</b>	The Education Services for Overseas Students Act 2000. This Act regulates the delivery of education services to international students.
<b>Fees instalment</b>	Fees for the ELICOS Program may be payable in two instalments. The first is payable upon acceptance of offer; the second instalment is due at the date specified in the Letter of Offer
<b>Letter of Offer</b>	An official document issued to offer a student admission in a course.
<b>National Code</b>	The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018, provides nationally consistent standards for the conduct of registered providers and the registration of their courses.
<b>PRISMS</b>	Provider Registration and International Students Management System. The system used to process information given to the Department of Home Affairs by registered providers.
<b>Student</b>	A student who is enrolled at UQC and includes both prospective students and enrolled students who are 'overseas students' as defined in the National Code 2018.
<b>Student Visa</b>	An authorisation permitting people who are not Australian citizens or permanent residents to come to Australia for the primary purpose of studying in Australia as defined by the Migration Act 1958.

## Reference List

### Contacts

#### UQ College Student Information

**Description** Contact details for all enquiries

**Contact Details** +61 7 3346 6770  
[enquiries@uqcollege.uq.edu.au](mailto:enquiries@uqcollege.uq.edu.au)  
Sir Llew Edwards Building (#14), The University of Queensland, St Lucia QLD 4072

#### Queensland Ombudsman

**Description** Contact details for students to appeal decisions once the UQC appeals processes have been exhausted

**Contact Details** +61 7 3005 7000  
Level 18, 53 Albert Street, Brisbane QLD 4000  
GPO Box 3314, Brisbane QLD 4001  
[ombudsman.qld.gov.au/about-us/contact-us/enquiries-and-feedback](http://ombudsman.qld.gov.au/about-us/contact-us/enquiries-and-feedback)

#### Australian Commonwealth Government Department of Home Affairs

**Description** Contact details for visa enquiries

**Contact Details** 299 Adelaide Street, Brisbane QLD 4000  
GPO Box 9984, Brisbane QLD 4001



## Document History

Version	Summary of changes	Author	Action date
1.0	Approved Student Fees and Refunds Policy and Procedure – ELICOS Program	Neil Marsh	10 March 2021