

Student fees and refund policy – Bridging program

Audience

Students enrolled in the UQ College (UQC) Bridging program; UQC staff involved in academic and student administration.

Purpose

- 1) This policy details the refund assessment process for Bridging program students and applies to all prospective, current and former students in the Bridging program.
- 2) Neither the procedures below nor the [UQC Complaints and Appeals Policy](#) remove the right of a student to act under Australia's Consumer Protection laws or to pursue other legal remedies.

Consumer rights

- 3) UQC will inform prospective students about their rights as a consumer, in accordance with state/territory laws.
- 4) UQC will notify students when any change occurs that may affect the services provided by UQC, including:
 - a. a change in ownership of the RTO, and/or
 - b. any changes to, or new third-party arrangements for the delivery of services.

Overview

- 5) UQC will provide the following information prior to enrolment or commencement of the Bridging Program:
 - a. how and when fees must be paid,
 - b. how to request a refund, and
 - c. conditions under which a refund would be made.

Process and key controls

- 6) Eligible students (or their agent/parent/guardian) must apply for refund in accordance with this policy for the request to be considered and processed by UQC.
- 7) A student must have an amount in credit in their student account to be considered for a refund.
- 8) UQC's Senior Manager, Administration is responsible for managing the student fees function at UQC, including authorising refunds.
- 9) Refunds are paid in Australian dollars.
- 10) All bank, foreign currency exchange and transaction fees will be incurred by the student.

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- 11) Any outstanding fees owed to UQ College will be deducted from any approved refund.
- 12) Refunds will be issued to the bank account or credit card account from which the original payment was made.
- 13) Students have a right to seek a review of a refund decision in accordance with the [appeals process](#) outlined this policy.

Student fees

- 14) All Bridging program fees published on the UQC website and in marketing materials are subject to annual review.
- 15) Students are responsible for paying their Bridging program fees by the due dates specified in their offer letter.

Refund eligibility

- 16) A full refund of all fees paid will be made in the following circumstances:
 - a. Withdrawal and notified cancellation from the Bridging program before the program commencement date.
 - b. UQC cancels the Bridging program.
- 17) UQC does not refund administrative fees and charges, such as the Enrolment Fee, Student Services Fee, and Textbooks and Materials Fee, if a student's enrolment is cancelled.
- 18) In exceptional cases involving special circumstances outside of these rules, UQC may consider a student refund request if supported by independent documentation. In such cases, UQC will determine the refund amount.
- 19) When considering whether special circumstances should be recognised and applied to student refund request, UQC must be satisfied that the circumstances:
 - a. are beyond the student's control.
 - b. did not fully impact the student until on, or after the Bridging program commencement date.
 - c. made it impracticable for the student to complete the requirements of the Bridging program during the enrolment period.
- 20) Examples of special circumstances include:
 - a. Medical circumstances (illness or injury), supported by a medical certificate.
 - b. Family/personal circumstances.
 - c. Study-related circumstances, supported by a statement from a teacher.
 - d. Employment-related circumstances, supported by a statement from a current employer.
 - e. Acceptance of a place offered through QTAC or higher education institution for the current semester, supported by evidence of acceptance.
- 21) Where a student provides evidence that demonstrates compelling or compassionate circumstances, a refund of fees will be at the discretion of UQC and will be consistent with the provisions of this policy.

- 22) 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 wellbeing. These include, but are not limited to:
- a. Serious illness or injury.
 - b. Bereavement of close family members such as parents, siblings, or grandparents.
 - c. Major political upheaval or natural disaster in the home country.
 - d. Involvement in a traumatic experience.

Refund applications

- 23) Students (or parent/guardian if student is under 18 years of age) applying for a refund must email info@uqcollege.uq.edu.au with supporting evidence (e.g. medical certificate, statutory declaration, statement from employer etc.).
- 24) Complete and valid refund requests will be processed within 28 calendar days of receipt. Incomplete refund requests will not be processed.

Appeals Process

- 25) Where a student disagrees with UQC's application of this policy, the student has 20 working days to submit an appeal. Ref: [UQC Complaints and Appeals Policy](#)
- 26) Appeals are reviewed by UQC's Senior Manager, Administration.
- 27) Appeal outcomes are communicated in writing, including any reasons for an appeal being denied.
- 28) If the appeal is denied, the student is informed of their option to appeal to the Queensland Ombudsman within 10 working days. The student must also inform UQC of their case number as proof of lodgement.

Associated information

- [The University of Queensland's Information Management Policy](#)
- [UQC Complaints and Appeals Policy](#)

Relevant contacts

UQ College

Phone	+61 7 3346 6770
Email	enquiries@uqcollege.uq.edu.au
Office location	Sir Llew Edwards Building (#14), The University of Queensland, St Lucia QLD 4072

Queensland Ombudsman

Phone	+61 7 3005 7000
Website	www.ombudsman.qld.gov.au/about-us/contact-us/enquiries-and-feedback
Street address	Level 18, 53 Albert Street, Brisbane QLD 4000
Postal address	GPO Box 3314, Brisbane QLD 4001

Document history

Version	Summary of changes	Author	Action date
1.0	Approved Student Fees and Refunds Policy and Procedure – Bridging Program	Neil Marsh	10 October 2022
2.0	Major review	Kellie Brady	31 January 2025