

# Student fees and refund policy – ELICOS program

## Audience

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

## Purpose

- 1) This policy details the refund assessment process for ELICOS program students and applies to all prospective, current and former students in the ELICOS 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.

## Exclusions

- 3) Overseas Student Health Cover (OSHC) cancelled after arrival in Australia is not covered by this procedure. International students should consult their OSHC provider about refund provisions.

## Overview

- 4) This policy operates in compliance with the *Education Services for Overseas Students Act 2000* (ESOS Act), and the *Education Services for Overseas Students Legislation Amendment (Tuition Protection Service and Other Measures) Act 2012*.
- 5) A copy of this policy is given to students with their Letter of Offer/Enrolment Agreement and is also available on the UQC website.

## 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.
- 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.

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- 13) Students have a right to seek a review of a refund decision in accordance with the [appeals process](#) outlined in this policy.

## Student fees

- 14) All ELICOS program fees published on the UQC website and in marketing materials are subject to annual review.
- 15) UQC has no control over the fees set by The University of Queensland (UQ) for undergraduate programs, nor over any changes that may occur to these fees.
- 16) Students are responsible for paying their fees by the due dates specified in their offer letter.

## Refund eligibility

- 17) A full refund will be issued if a student's visa application is refused by Australian immigration authorities, preventing them from starting the ELICOS Program. Certified evidence of the visa refusal is required within 14 calendar days from the date of notice.
- 18) If a student encounters delays in obtaining their student visa, preventing them from starting their ELICOS program on the date specified in their offer letter, UQC will transfer any paid fees to the next available ELICOS program intake.
- 19) A student who withdraws their enrolment in an ELICOS program:
  - a. more than four (4) weeks prior to the scheduled commencement date is eligible for a refund of prepaid tuition fees 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.
  - b. less than four (4) weeks prior to the scheduled commencement date is eligible for a refund of prepaid tuition fees less a cancellation charge equivalent to up to five (5) weeks of the current year's published tuition fee.
  - c. After the scheduled commencement date is not eligible for a refund of any fees paid.
- 20) A student is not entitled to a refund if their enrolment is cancelled in the following circumstances:
  - a. An offer of a place or enrolment in the ELICOS program is withdrawn or cancelled due to the provision of incomplete or incorrect information in an application for admission.
  - b. Enrolment in the ELICOS program is cancelled under a provision of the UQC Student Misconduct Policy.
- 21) 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.
- 22) 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.
- 23) 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.
- 24) Students provisionally enrolled in an ELICOS program who fail to meet the English language proficiency requirements will receive a full refund of prepaid tuition fees, the Student Services Fee, and the Textbooks and Materials Fee.
  - 25) If an international student becomes an Australian citizen, permanent resident, or New Zealand citizen during their enrolment in the ELICOS program and subsequently withdraws their enrolment, no fees paid will be refunded. The student may complete the ELICOS program, but the offer of guaranteed admission to UQ will be withdrawn.
  - 26) If UQC is unable to deliver the ELICOS program in full, students will be offered enrolment in an alternative program or a refund of unspent prepaid tuition fees paid for the current and future study periods.
  - 27) If UQC does not provide an acceptable alternative or refund, the Australian Government's Tuition Protection Service (TPS) will assist students in finding an alternative program or obtaining a refund.

## Refund applications

- 28) 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.
- 29) Complete and valid refund requests will be processed within 28 calendar days of receipt. Incomplete refund requests will not be processed.

## Appeals Process

- 30) 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](#)
- 31) Appeals are reviewed by UQC's Senior Manager, Administration.
- 32) appeal outcomes are communicated in writing, including any reasons for an appeal being denied.
- 33) 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.

## 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 (CoE)</b>	A CoE is an official document issued by a CRICOS-registered provider, confirming a student's eligibility to enrol in a course. It includes details about the provider, course, and study duration. This document is required for the Department of Home Affairs to issue a student visa.
<b>Enrolment</b>	When a student has been issued a CoE confirming acceptance by UQC and is enrolled in a CRICOS-registered course, the enrolment period includes any scheduled breaks between terms.
<b>Enrolment agreement</b>	Written agreement between UQC and student which outlines provisions and conditions of enrolment.
<b>Enrolment cancellation</b>	Initiated by UQC due to the provision of incomplete or incorrect information in an application for admission, or under a provision of the UQC Student Misconduct Policy.
<b>Enrolment withdrawal</b>	Student initiated withdrawal of enrolment. Can occur after offer acceptance but before commencement, or after the program has commenced.
<b>ESOS Act</b>	The <i>Education Services for Overseas Students Act 2000</i> 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>	The 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 person enrolled at UQC, including prospective and enrolled students who are defined as 'overseas students' in the National Code 2018.
<b>Student visa</b>	An authorisation permitting someone who is not an Australian citizen or permanent resident to come to Australia for the primary purpose of studying in Australia as defined by the <i>Migration Act 1958</i> .

## Associated information

- [Education Services for Overseas Students \(ESOS\) Act 2000](#)
- [The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018](#)
- [Education Services for Overseas Students Legislation Amendment \(Tuition Protection Service and Other Measures\) Act 2012](#)
- [UQC Complaints and Appeals Policy](#)
- [UQC Admissions Policy and Procedure](#)

## Relevant contacts

### UQ College

<b>Phone</b>	+61 7 3346 6770
<b>Email</b>	<a href="mailto:enquiries@uqcollege.uq.edu.au">enquiries@uqcollege.uq.edu.au</a>
<b>Office location</b>	Sir Llew Edwards Building (#14), The University of Queensland, St Lucia QLD 4072

### Queensland Ombudsman

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

### Australian Government Department of Home Affairs

<b>Street address</b>	299 Adelaide Street, Brisbane QLD 4000
<b>Postal address</b>	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
2.0	Major review	Kellie Brady	31 January 2025