

## Student Fees

### 1. Purpose and scope

- 1) This policy outlines the framework for the administration and application of fees at UQ College. It applies to:
  - a. All students enrolled in, or applying to, a UQ College course or program.
  - b. UQ College staff involved in academic and student administration.
- 2) UQ College may charge fees for various services including admission, enrolment, tuition, examinations, use of facilities, and other course-related services. Fee structures may vary depending on the student category, and different payment arrangements may apply.
- 3) This policy should be read in conjunction with:
  - a. The terms and conditions of application and enrolment.
  - b. Any awarded scholarships.
  - c. Relevant third-party agreements.
- 4) The policy complies with the [Education Services for Overseas Students Act 2000 \(Cth\)](#) (ESOS Act) and associated regulations. Reference to this policy is made in our Letter of Offer/Written Agreement and the policy is also available on our [website](#).

### 2. Fees

- 5) All tuition and non-tuition are published on our [website](#) and in marketing materials. These fees are reviewed annually and may change.
- 6) UQ College does not control fees set by The University of Queensland (UQ) and is not responsible for any changes to those fees.
- 7) Tuition fee discounts may be offered for specific student groups, including:
  - a. students covered by a contract, international agreement, or development contract as approved by the Chief Executive Officer (CEO) or their delegate,
  - b. students awarded a bursary or scholarship approved by the CEO or their delegate, or
  - c. students eligible under a fee reduction or discount scheme approved by the CEO or their delegate.

#### 2.1 Tuition fees

- 8) We may set tuition fees at different rates for different student cohorts based on year of admission, program, course, region etc.
- 9) Tuition fees do not include fees for amenities, facilities, goods or services.

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<b>CONTENT OWNER</b>	Chief Executive Officer	<b>DOCUMENT AUTHOR</b>	Associate Director, Student and Corporate Services
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## 2.2 Non-tuition fees

- 10) Non-tuition fees are divided into the following categories:
  - a. Enrolment Fee
  - b. Student Services Fee
  - c. Textbooks and Materials Fee
  - d. Overseas Student Health Cover (OSHC).
- 11) We may set non-tuition fees at different rates for different student cohorts based on year of admission, program, course, region etc.
  - a. Although OSHC is classified as a non-tuition fee, UQ College does not determine or control the setting of OSHC fees. Further information about OSHC is available [here](#).
- 12) Non-tuition fees are non-refundable once the course has commenced, even in cases where compassionate or compelling circumstances apply, except for OSHC.
  - a. OSHC refund requests, after UQ College has issued a Confirmation of Enrolment (CoE) must be discussed directly with the OSHC provider.
  - b. OSHC refunds are subject to the OSHC providers refund policy.
- 13) Once an offer has been accepted, any application, re-enrolment or request to amend a program or course including changes to the enrolment duration (either increasing or decreasing), may incur an administrative fee equal to the standard enrolment fee. Each request is considered on an individual basis.
  - a. For example, where a student initially enrolls in a 45-week program and later requests to reduce the enrolment to 25 weeks, two enrolment fees may apply: one for the original enrolment and one for the change request.

## 3. Commonwealth Supported Place (CSP)

- 14) The Tertiary Preparation Program (TPP) is a limited place enabling program covered under the [Higher Education Support \(Other Grants\) Guidelines 2022](#). A student will be treated as a Commonwealth supported student for the TPP if they complete a request for Commonwealth assistance form (eCaf) for that course by the census date.
- 15) A student who has not completed the Commonwealth assistance form (eCaf) by census date cannot continue as a student in the TPP unless approved by the Associate Director, Student and Corporate Services.
- 16) A student who submits a valid Tax File Number (TFN) and Unique Student Identifier (USI) acknowledges that the government will pay the cost of the program on their behalf. Students who are granted a CSP in an enabling program do not pay a Student Contribution Amount (SCA).
- 17) Re-enrolment is allowed under the current funding model if a place exists.
- 18) Re-enrolment requests from students who withdraw due to compassionate or compelling circumstances, as well as those from Aboriginal and Torres Strait Islander, rural, remote, and low-socioeconomic backgrounds, are prioritised.

## 4. Collection of fees

- 19) To comply with the ESOS legislative framework, UQ College must not accept more than 50% of the total tuition fees for a course or program before the student commences their studies, unless:
  - a. The student, or the person making payment on their behalf, voluntarily chooses to pay more than 50%, or
  - b. The course duration is less than 25 weeks.
- 20) For courses or programs with a duration of less than 25 weeks, full payment of both tuition and non-tuition fees is required upfront.
- 21) For courses or programs 25 weeks or longer, an upfront payment of 50% of the total tuition fee is generally required. If the program duration cannot be evenly split, the first instalment may be slightly less than 50%.
  - a. **Example 1:** In a 25-week program, the first payment may cover 10 weeks, with the second payment covering the remaining 15 weeks.
  - b. **Example 2:** In a 45-week program, the first payment may cover 20 weeks, with the second payment covering the remaining 25 weeks.
- 22) The Student Services Fee and the Textbooks and Materials Fee must be paid in full prior to the commencement of the course or program.
- 23) Payment due dates are specified in the Letter of Offer/Written Agreement issued to the student.

## 5. Student Responsibilities

- 24) All fees must be paid by the due date stated in the Letter of Offer/Written Agreement.
- 25) If fees cannot be paid by the due date, we must be advised as soon as possible.
- 26) If a student who hold a student (subclass 500) visa fails to pay their tuition and non-tuition fees by the due date, they may be at risk of being reported to the Department of Home Affairs (DHA) and having their enrolment and Confirmation of Enrolment (CoE) cancelled.

## 6. Consumer rights

- 27) We will inform students of their consumer rights, in accordance with state/territory laws.
- 28) We will notify students of any changes that may affect the offering of our programs and courses, including but not limited to:
  - a. a change in ownership, and/or
  - b. any changes to, or new third-party arrangements for the delivery of services.

## 7. Definitions

Term	Definition
<b>Census date</b>	<p>TPP only.</p> <p>The last date to drop a course or withdraw from the TPP without academic penalty.</p> <p>It is also the date by which enrolment must be finalised for a study period in the TPP.</p>
<b>CRICOS</b>	<p>Commonwealth Register of Institutions and Courses for Overseas Students. Database of every course and institution that enrolls overseas students.</p>
<b>Confirmation of Enrolment (CoE)</b>	<p>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.</p>
<b>Enrolment</b>	<p><b>Overseas students:</b> Commences once we issue a CoE and includes any scheduled breaks between terms.</p> <p><b>Domestic students:</b> Commences once acceptance has been received by us and we confirm enrolment in the relevant program or course.</p>
<b>Enrolment agreement</b>	<p>A written agreement between us and the student that:</p> <ul style="list-style-type: none"> <li>identifies the program and/or course(s) the student is enrolling in</li> <li>outlines any prerequisites, including English requirements</li> <li>outlines any conditions of enrolment</li> <li>itemises the course costs the student must pay (and the periods to which those tuition fees relate)</li> <li>itemises any non-tuition fees the student may need to pay, including fees for re-assessment of assignments or exams, late payment fees, and deferral fees</li> <li>sets out our complaints and appeals processes</li> <li>sets out our refund policy and the process for claiming a refund</li> <li>explains what will happen if we do not deliver the course</li> <li>includes a statement about the student's right to act under Australian consumer protection laws.</li> </ul>
<b>Enrolment cancellation</b>	<p>Initiated by us due to the provision of incomplete or incorrect information in an application for admission, or under a provision of our Student Misconduct Policy.</p>
<b>Enrolment withdrawal</b>	<p>Student initiated withdrawal of enrolment. Can occur after offer acceptance or after the program has commenced.</p>

Term	Definition
<b>ESOS Act</b>	The <a href="#"><i>Education Services for Overseas Students Act 2000</i></a> regulates the delivery of education services to international students.
<b>Letter of offer/Written Agreement</b>	The official document issued to offer a student admission in a course or program.
<b>Overseas student</b>	The National Code defines an overseas student as someone who holds a student (subclass 500) visa to study in Australia. For this document, overseas students are referred to as students.
<b>Payment period</b>	Where fees are payable in two instalments, the first is payable upon acceptance of offer, and the second is payable by the due date stated on the student's letter of offer.
<b>Prospective student</b>	Any person who intends to become or who has taken steps towards becoming a student with UQ College.
<b>Student</b>	Someone enrolled in a UQ College program and/or course.
<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 <a href="#"><i>Migration Act 1958</i></a> .

## 8. Associated information

### Legislation

- [\*Education Services for Overseas Students \(ESOS\) Act 2000\*](#)
- [\*Education Services for Overseas Students Legislation Amendment \(Tuition Protection Service and Other Measures\) Act 2012\*](#)
- [\*Migration Act 1958\*](#)

### Standards

- [\*Federal Register of Legislation - Higher Education Support \(Other Grants\) Guidelines 2022\*](#)
- [\*Higher Education Support \(Other Grants\) Guidelines 2022\*](#)
- [\*Overseas Student Health Cover\*](#)
- [\*The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018\*](#)

### Documents

- [\*Complaints and Appeals Policy\*](#)
- [\*Admissions Policy and Procedure\*](#)

- [Student Integrity and Misconduct Policy](#)
- [Student Integrity and Misconduct Procedure](#)
- [Student Integrity and Misconduct Guideline](#)

## 9. Relevant contacts

### *UQ College Admissions*

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

### *Commonwealth Ombudsman*

<b>Phone</b>	1300 362 072 (inside Australia) +61 2 5117 3600 (outside Australia)
<b>Website</b>	<a href="https://www.ombudsman.gov.au/about">https://www.ombudsman.gov.au/about</a>
<b>Street address</b>	Level 22, 215 Adelaide Street, Brisbane QLD 4000
<b>Postal address</b>	GPO Box 442, Canberra ACT 2601

### *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

## 10. Document history

Version	Summary of changes	Author	Action date
1.0	New policy created	Kellie Brady	8 October 2025
1.1	Final review before publication	Kellie Brady	19 February 2026
1.2	Policy updated to reflect feedback from UQ International Compliance	Kellie Brady	17 March 2026
1.3	Updated to section 4 to clarify collection of fees process	Kellie Brady	5 May 2026