

Student Refunds

1. Purpose and scope

- 1) This procedure outlines how UQ College assesses and processes student refund requests.
- 2) This procedure applies to:
 - a. Current, former, and prospective UQ College students.
 - b. UQ College staff involved in academic and student administration.

1.1 Exclusions

- 3) Refunds for Overseas Student Health Cover (OSHC) cancelled after UQ College has issued a Confirmation of Enrolment (CoE) are not covered by this procedure. You must contact your OSHC provider directly to determine any refund entitlement.
- 4) Refund eligibility for fees charged by third-party providers (such as accommodation or tourist attractions) is determined by the specific refund policies, procedures, and terms and conditions of the relevant provider.

2. Process and key controls

- 5) A refund can only be processed where an account is in credit, except where a refund is required under applicable legislation.
- 6) Refund requests must meet the requirements outlined in this procedure.
- 7) Refunds are authorised by the Associate Director, Student and Corporate Services (or their delegate) in line with this procedure.
- 8) If you disagree with a refund decision, you may request a review by following the appeals process included in this procedure.

3. Refund eligibility

- 9) Notwithstanding any other provision in this procedure, where a refund is required under the ESOS Act, the [Education Services for Overseas Students \(Calculation of Refund\) Instrument 2024](#), or any other applicable law, UQ College will provide a refund in accordance with those requirements. Where there is any inconsistency, legislative requirements prevail.
- 10) Unspent tuition fees refer to the portion of tuition fees for which services have not yet been delivered at the time of default or withdrawal, calculated in accordance with the ESOS Refund Instrument.

DOCUMENT NAME	Student Refund Procedure		
CONTENT OWNER	Chief Executive Officer	DOCUMENT AUTHOR	Associate Director, Student and Corporate Services
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3.1 Visa refusal

- 11) If your student visa application is refused by the Australian immigration authorities, you are entitled to a refund. Refunds will be processed in line with legislative obligations.
- 12) **Before your course starts:** If your student visa is refused on or before your course start date (as shown on your CoE), you will receive a full refund of all fees paid (including tuition and non-tuition fees), minus an administrative fee. The administrative fee will not exceed the lesser of:
 - a. 5% of the total tuition fees paid, or
 - b. AUD \$500.
- 13) **After your course starts:** If your visa is refused after your course starts, you will receive a refund of the prepaid, unspent portion of tuition and non-tuition fees from the date of withdrawal, excluding OSHC.
 - a. You must contact your OSHC provider directly to determine any refund entitlement.
- 14) If you apply for a visitor/tourist visa and your application is refused, you will receive a full refund of tuition and non-tuition fees, minus the lesser of:
 - a. 5% of the total tuition fees paid, or
 - b. AUD \$500.
- 15) If your student visa is not granted before your course starts and you are enrolled in a packaged course or program, you can request a deferral and transfer of fees paid to the next available intake (where applicable) via email to UQ International Admissions (uqassess-uqc@uq.edu.au).
- 16) If your student visa is not granted before your course starts and you are enrolled in a non-packaged course or program, you can request a deferral and transfer of fees paid to the next available intake (where applicable) via the Program Deferral Form in the UQC [Student Portal](#).
- 17) If your student visa is not granted before your course starts and you decide to withdraw and reapply later, you must submit a Withdrawal and Refund form via the UQC [Student Portal](#).

3.2 Course or program change

- 18) If you request a change to your course or program duration before your enrolment starts, prepaid unspent tuition and non-tuition fees will be refunded in accordance with the following.
- 19) If you request a change to your course or program duration after the start date, unspent prepaid tuition and non-tuition fees will be credited toward the new program or course. If there is a fee difference, you will be required to pay the applicable fees.

3.2.1 Refund methodology: Change to Foundation Program

- 20) If you have a packaged offer with a University of Queensland (UQ) degree program, the value of any prepaid unspent tuition and non-tuition fees will be refunded to the original payment method used in the application unless otherwise instructed.

Example:

- If you initially enrol in the Standard Foundation Program (10 months in duration) and request to change your enrolment to the Accelerated Foundation Program (4 months in duration), the value of any prepaid unspent tuition and non-tuition fees will be refunded to the original payment method used in the application unless otherwise instructed.
- Future tuition fee instalments (e.g. Payment Period 2) will be adjusted to reflect the new program duration.
- You must contact your OSHC provider directly to determine any refund entitlement.

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- 21) The Foundation Program enrolment fee is non-refundable, except where required under applicable legislation.

3.2.2 Refund methodology: Change to an ELICOS course

- 22) If you have a packaged Bridging English offer with a UQ degree program, the value of any prepaid unspent tuition and non-tuition fees will be credited to your UQ Si-Net student account, and future tuition fee instalments will be adjusted (if applicable) to reflect the new program duration.
- 23) If you are enrolled in a standalone ELICOS course, you will receive a refund of prepaid unspent tuition and non-tuition fees, and future instalments will be adjusted (if applicable).
- 24) You must contact your OSHC provider regarding any OSHC refund.

Example:

- You have a packaged Bridging English offer with a UQ degree program.
- You initially enrol in the 20-week Bridging English course and request to reduce your enrolment to 15 weeks **before** your enrolment starts.
- The equivalent of 5 weeks prepaid tuition and non-tuition fees will be credited to your UQ Si-Net student account.
- As all tuition fees have been prepaid, there is no need to adjust future tuition fee instalments.
- You must contact your OSHC provider directly to determine any refund entitlement.

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- 25) The ELICOS Program enrolment fee is non-refundable, except where required under applicable legislation.

3.3 Refund methodology: Withdrawal

3.3.1 Foundation Program

- 26) **At least four (4) weeks before the start date:** A full refund of prepaid tuition and non-tuition fees.
- 27) **Less than four (4) weeks before the start date or after commencement:** No refund, except:

- a. Where required by law, or
 - b. For unused future study periods (unspent tuition fees).
- 28) If you withdraw after the program has commenced and have prepaid fees for a future payment period (e.g., Payment Period 2), you may be eligible for a refund of the unused portion of those tuition fees, calculated from the date of withdrawal.
- 29) The Foundation Program enrolment fee is non-refundable, except where required under applicable legislation.

3.3.2 ELICOS course

- 30) **At least four (4) weeks before the start date:**
- a. A refund of all prepaid unspent tuition and non-tuition fees, minus a withdrawal fee equal to one (1) week of the current year's published tuition fee.
 - b. For group and/or customised ELICOS programs, you will receive a refund of all prepaid tuition and non-tuition fees. Refund eligibility for fees charged by third-party providers (such as accommodation or tourist attractions) is determined by the specific refund policies, procedures, and terms and conditions of the relevant provider.
- 31) **Less than four (4) weeks before the start date:**
- a. A refund of prepaid unspent tuition and non-tuition fees, minus a withdrawal fee of up to five (5) weeks of the current year's published tuition fee.
 - b. For group and/or customised ELICOS programs, prepaid unspent tuition and non-tuition fees will not be refunded. Refund eligibility for fees charged by third-party providers (such as accommodation or tourist attractions) is determined by the specific refund policies, procedures, and terms and conditions of the relevant provider.
- 32) **After the start date:** No refund will generally be provided for any prepaid fees, except where required by applicable legislation.
- 33) **Bridging English Extension course:** Full refund before start date or if we cancel your enrolment, we will refund all prepaid unspent tuition fees paid. Non-tuition fees will not be refunded, except OSHC and others where required by legislation.
- 34) The ELICOS Program enrolment fee is non-refundable, except where required under applicable legislation.

3.3.3 Refund conditions

- 35) Refunds will be returned to the original payment method unless otherwise instructed. Funds will not be held for unspecified future enrolments.
- 36) This does not prevent approved deferrals, where fees may be transferred to a confirmed future intake in accordance with the Program Deferral process.

3.4 Course availability: Integrated English

- 37) If placement or proficiency testing indicates your English level falls outside course levels (e.g. below IELTS 3.5 or equivalent, or above IELTS 7.0 or equivalent), and enrolment cannot proceed, you will receive a **full refund** of prepaid tuition and non-tuition fees.

3.5 Bridging Courses

- 38) If we cancel the course, we will provide a full refund of all fees paid.
- 39) If you withdraw from a Bridging Course, before or after it starts, we will provide a full refund of all fees paid minus an administrative fee equal to no more than 10% of the course fee.

3.6 Enrolment cancellation

- 40) You will generally not be entitled to a refund if your enrolment is cancelled for any of the following reasons, except where required under applicable legislation or where UQ College determines that a refund of unspent tuition fees is appropriate.
 - a. You provided incomplete, incorrect, or misleading information in your application for admission, resulting in the withdrawal of your offer or cancellation of your enrolment.
 - b. Your enrolment is cancelled under the provisions of our [Student Integrity and Misconduct Policy](#).
 - c. You breach the conditions of your student visa, leading to enrolment cancellation (for example, unsatisfactory course progress, unsatisfactory attendance, non-payment of fees).
- 41) If your enrolment is cancelled for any reason, administrative fees and charges such as the Enrolment Fee, Student Services Fee, and Textbooks and Materials Fee will not be refunded, except where required under applicable legislation.

3.7 Compassionate or compelling circumstances

- 42) If you can demonstrate compassionate or compelling circumstances, we will use our discretion in determining your eligibility for a refund.
- 43) Compassionate and compelling circumstances are generally those beyond your control that have an impact on your academic progress or wellbeing. These include, but are not limited to:
 - a. serious illness or injury, where a medical certificate states that the student was unable to attend classes,
 - b. bereavement of close family members such as parents or grandparents (where possible, a death certificate should be provided),
 - c. major political upheaval or natural disaster occurring in Australia or in the student's home country that either:
 - i. requires the student to undertake emergency travel and significantly impacts their ability to continue their studies, or
 - ii. impacts UQC's ability to safely operate, deliver classes, or provide access to facilities (for example, where flooding, fire, or other emergency conditions require campus closure or render travel unsafe), or
 - d. a traumatic experience which could include but is not limited to, involvement in or witnessing a serious accident, or witnessing or being the victim of a serious crime. These cases should be supported by information provided by relevant professionals such as police, psychologists, GP or other professionals.

- 44) Backdated medical certificates (e.g. issued after recovery from an illness) will only be accepted in exceptional circumstances when you can provide reasons why backdated medical certificates were required. Only verified evidence will be accepted as supporting evidence.
- 45) Medical certificates must meet the requirements outlined on the [Medical Certificate Requirements Website](#).
- 46) Decisions will be made on a case-by-case basis, considering fairness, reasonableness, and supporting evidence.

3.8 Overseas Student Health Cover (OSHC)

- 47) OSHC refund requests, after UQ College has issued a CoE must be discussed directly with the OSHC provider.
- 48) OSHC refunds are subject to the OSHC providers refund policy.

3.9 Change in visa status

- 49) If you are an overseas student and you become an Australian citizen, permanent resident, or New Zealand citizen during your enrolment, and you choose to withdraw, you will generally not be eligible for a refund, except where required under applicable legislation.
- 50) If you are enrolled in the Foundation Program, you may continue your studies after your citizenship status changes. However, the guaranteed admission offer to The University of Queensland (UQ) will be withdrawn, as you will no longer be classified as an overseas student.

3.10 Provider default

- 51) If we are unable to deliver a program (provider default), we will:
 - a. offer you a place in an alternative program at no additional cost, or
 - b. provide a refund of unspent prepaid tuition fees in accordance with the ESOS Act.
- 52) If we do not provide an acceptable alternative or refund, the Australian Government's [Tuition Protection Service](#) (TPS) will help you find an alternative program or obtain a refund.

4. Refund applications

- 53) Refunds required under the ESOS Act will be processed within the timeframes specified in the Act.
- 54) To apply for a refund, you or your parent/guardian (if you are under 18 years of age) must submit an online Refund request form via the UQC [Student Portal](#).
- 55) We will process refund requests within 28 calendar days of receiving a complete and valid request.
 - a. Our processing timeframe will commence once we receive all required information from you.

- b. If your request is missing information (for example bank account details or signature(s)), we may not be able to process your request.
- 56) If we default and the refund request is from an overseas student, we will process it within 14 calendar days.

5. Remittance of refunds

5.1 Currency

- 57) Refunds are made in Australian dollars.

5.2 Refunds to payment source

- 58) Refunds are made to the original payment source, including where payment was made:
 - a. under a UQC administered scholarship, or third-party contract,
 - b. by someone else on your behalf, or
 - c. via an authorised UQC agent.
- 59) We may ask you to provide documentation to demonstrate the original payment source prior to processing a refund.
- 60) If you pay us using Flywire, your refund will be processed through Flywire in Australian dollars and then converted back to the original payment currency. Flywire may require proof of original payment transaction and bank account details.
- 61) You will incur all bank, foreign currency exchange and transaction fees.

5.3 Refunds to another account

- 62) In the following circumstances, we may pay refunds to another account:
 - a. Payments made by Australian credit card more than twelve months prior to the refund may be refunded to a bank account.
 - b. If you can provide documentary evidence from the payor's bank/card provider proving closure of the original account, we will pay the refund to a bank account.
 - c. Where payment is made via an authorised UQC agent, you may specify a different account for payment of the refund request.
- 63) For circumstances not covered by these procedures, you may write to the Associate Director, Student and Corporate Services requesting the refund be paid to a different account.

6. Appeals process

- 64) If you disagree with our decision regarding your request for a refund, you have 20 working days to submit an appeal, as outlined in our [Complaints and Appeals Policy](#).

- 65) Appeals are reviewed by the Chief Executive Officer (CEO) or their delegate, with outcomes communicated in writing, including any reasons for an appeal being denied.
- 66) If your appeal is denied, you will be informed of your option to lodge an external appeal within 10 working days with the relevant Ombudsman, depending on your enrolment type (e.g. National Student Ombudsman, Commonwealth Ombudsman or Queensland Ombudsman).

7. Definitions

Term	Definition
Acceptance Letter	A document issued by UQ College to students not requiring a student visa, confirming a student's enrolment in a course or program. It includes details about the course, and study duration.
Bridging Courses	For this procedure, bridging courses includes face-to-face and online bridging courses.
CRICOS	Commonwealth Register of Institutions and Courses for Overseas Students. Database of every course and institution that enrolls overseas students.
Confirmation of Enrolment (CoE)	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.
Course start date for domestic students	The start date indicated on the Letter of Offer.
Course start date for international students	The start date shown on the student's CoE, which is the date the student is expected to begin their studies (e.g. first day of class) according to the registered CRICOS course schedule.
Credit	In certain circumstances, any unused or unspent tuition and non-tuition fees may be applied as a credit toward a future enrolment or payment period.
ELICOS program	For this procedure, ELICOS program includes Integrated English and Bridging English.
Enrolment	International students: Commences once we issue a CoE and includes any scheduled breaks between terms. Domestic students: Commences once acceptance has been received by us and we confirm enrolment in the relevant program or course.

Term	Definition
Enrolment agreement	A written agreement between us and the student that: - identifies the program and/or course(s) the student is enrolling in - outlines any prerequisites, including English requirements - outlines any conditions of your enrolment - itemises the course costs the student must pay (and the periods to which those tuition fees relate) - 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 - sets out our complaints and appeals processes - sets out our refund policy and the process for claiming a refund - explains what will happen if we do not deliver the course - includes a statement about the student's right to act under Australian consumer protection laws.
Enrolment cancellation	Initiated by us due to the provision of incomplete or incorrect information in an application for admission, or under a provision of our Student Integrity and Misconduct Policy .
Enrolment withdrawal	Student initiated withdrawal of enrolment. Can occur after offer acceptance or after the program has commenced.
ESOS Act	The Education Services for Overseas Students Act 2000 regulates the delivery of education services to international students.
Foundation Program	For this procedure, Foundation Program includes both Standard Foundation and Accelerated Foundation.
Letter of offer	The official document issued to offer a student admission in a course.
National Code	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.
Non-tuition Fees	Non-tuition fees are divided into the following categories: - Enrolment Fee - Student Services Fee - Textbooks and Materials Fee - Overseas Student Health Cover (OSHC).
Overseas student	The National Code defines an overseas student as someone who holds a student visa to study in Australia. For this document, overseas students are referred to as students.

Term	Definition
Payment period	Where program fees are payable in two instalments, the first is payable upon acceptance of offer, and the second is due the Friday before the second study period commences.
PRISMS	Provider Registration and International Students Management System. The system used to process information given to the Department of Home Affairs by registered providers.
Prospective student	Any person who intends to become or who has taken steps towards becoming a student with UQ College.
Refund	Under the ESOS Act , a refund refers to the repayment of unspent tuition fees to an overseas student in specific circumstances, such as: • Provider default (e.g. the provider fails to deliver the course), • Student default (e.g. visa refusal or withdrawal before course commencement).
Student	Someone enrolled in a UQ College program and/or course.
Student visa	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 Migration Act 1958 .
Study Period	A period in which the student must enrol unless they have been granted a deferment, suspension, or leave of absence.
Tuition Fees	Tuition fees are generally understood as fees directly related to the delivery of teaching and learning (e.g. instruction, assessment, academic services).
Tuition Protection Service (TPS)	The TPS is a placement and refund service to assist an international student whose education provider is unable to fully deliver their course of study. The TPS ensures that international students can either: • complete their studies in another course of study or with another education provider, or • receive a refund of their unspent tuition fees.
UQC default	UQC fails to provide a program to the student on the agreed start date or the program ceases to be provided to the student at any time after it starts but before it is completed; and the student has not withdrawn before the default day.

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](#)

Standards

- [The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018](#)

Documents

- [Admissions Policy and Procedure](#)
- [Complaints and Appeals Policy](#)
- [Student Fees Policy](#)
- [Student Integrity and Misconduct Policy](#)
- [Student Integrity and Misconduct Procedure](#)
- [Student Integrity and Misconduct Guideline](#)

9. Relevant contacts

UQ College Admissions and Student Administration

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

Australian Government Department of Home Affairs

Street address	299 Adelaide Street, Brisbane QLD 4000
Postal address	GPO Box 9984, Brisbane QLD 4001

10. Document history

Version	Summary of changes	Author	Action date
1.0	Approved Student Fees and Refunds Policy and Procedure – Foundation Program	Neil Marsh	10 March 2021
2.0	Major review and restructure to Student refund procedure	Kellie Brady	20 June 2025
3.0	Major review	Kellie Brady	8 October 2025
3.1	Update prior to publication	Kellie Brady	19 February 2026
3.2	Clause 3 updated to include reference to tourist/visitor visa applicants. Clause 3.3 updated to include reference to group/customised programs	Kellie Brady	24 February 2026
3.3	Major rewrite to reflect feedback from relevant stakeholders	Kellie Brady	3 June 2026