



Online University English Entry Course Student Fees and Refund Policy

1. Purpose

This Policy specifies the UNSW College (the College) principles and processes for setting, calculating and charging of Student fees and the processes and practices for refunding of fees.

2. Scope

This policy applies to:

- (a) all Online University English Entry Course (OUEEC) Students;
- (b) all Prospective OUEEC Students; and
- (c) all College staff involved in the promotion, recruitment, admission, delivery, management or administration of OUEEC Students.

3. Policy Statement

The College is committed to the transparent, compliant and effective management of fee settings and Refund requests within published timeframes.

4. UNSW College Responsibilities

The College is expected to:

- (a) comply with the following undertakings in the determination, publication and management of Student Tuition Fees:
 - i. undertake an annual review to determine Student Tuition Fees for the subsequent year/s and Payment Due Dates for each Study Period;
 - ii. set Student Tuition Fees for the OUEEC at the Program level;
 - iii. publish accurate and timely information on Student Tuition Fees for Prospective Students and current Students on the College website, as soon as practical after approval but no later than the earliest Enrolment date of the year in which it becomes effective;
 - iv. ensure detailed Fee Statements are available for review by all enrolled Students prior to the Payment Due Date;
 - v. issue a fee reminder where payment has not been made by the Payment Due Date;
- (b) comply with the following in relation to Student Refunds:
 - i. publish details and entitlements of Students in relation to Refunds;
 - ii. process eligible Refunds within 28 days of receiving a written request and all



required documents, with the 28-day period commencing from the day the complete application is received by the College, with the correct details and all required documentation;

- iii. Refund to the original payment source in Australian dollars wherever possible;
- iv. charge the Student for any transaction fees and foreign exchange differences when processing any Refunds;
- v. abstain from processing Refunds to sanctioned countries, as stipulated by the Australian Government and financial institutions.

5. Students' Responsibilities

Students are expected to:

- (a) understand that they are financially liable for the full Student Tuition Fee on acceptance of the offer of a place in the OUEEC;
- (b) understand that if they repeat a Subject or Program, they will be charged based on the Tuition Fee associated with the year in which the Subject or Program is to be repeated;
- (c) make payment in accordance with the payment method specified in the Fee Statement or Letter of Offer;
- (d) understand that the College charges Student Tuition Fees in Australian Dollars unless otherwise indicated;
- (e) accept responsibility for all transaction costs that may arise when payments are made, which includes, but is not limited to, transaction fees and foreign exchange losses;
- (f) if eligible, follow the processes for requesting a Refund as set out in Section 13;
- (g) discontinue attending any OUEEC classes or accessing any learning resources made available, once a withdrawal has been processed.

6. Types of Fees

6.1 Tuition fees

- (a) Tuition fees for the OUEEC Program are set at the Program level.
- (b) The College reserves the right to adjust tuition fees annually and will do so in accordance with the relevant legislation.

6.2 Incidental Fees

- (a) Any Incidental Fees charged to OUEEC Students relate to the provision of administrative, academic or facilities goods or services that are either:
 - i. not essential to the study Program;
 - ii. provided in an alternative form free of charge;

- iii. penalties primarily imposed as a disincentive.
- (b) Examples of Incident Fees include:
 - i. administrative Incidental Fees for services such as a reprint of academic transcripts;
 - ii. fees for late tuition fee payments.
- (c) Incidental Fees are either listed in the Offer Letter, Fee Statement, or issued as a separate invoice to the Fee Statement, depending on the nature and amount of the charges.
- (d) In most instances, Incidental Fees are non-refundable.
- (e) A list of Incidental Fees that are commonly incurred can be found on the [College's website \(https://www.unswcollege.edu.au/apply/fees\)](https://www.unswcollege.edu.au/apply/fees).

7. Payment of Fees

- (a) OUEEC Students are financially liable for the full Student Tuition Fee on acceptance of an offer in the Program, unless a request for Program discontinuation, or change in study plan, is approved.
- (b) All fees must be paid directly to the College in Australian Dollars and Students are responsible for all transaction costs that may arise when payments are made. This includes, but is not limited to, transaction fees and foreign exchange losses.

8. Non-Payment of Fees

- (a) A fees reminder will be issued where there is an outstanding debt due to non-payment and the Payment Due Date has passed.
- (b) An Encumbrance may be placed on a Student's Enrolment for non-payment of fees, on the date stipulated on the fees reminder, which will result in restrictions to Enrolment
- (c) Where a Student continues to have outstanding debt after being encumbered, their Enrolment will be invalidated for non-payment fees. The College will retain any tuition fees paid for the relevant Study Period.
- (d) Invalidated Students will have their Enrolment cancelled and will not have access to their academic records.
- (e) Where an invalidated Student wishes to obtain a transcript of their academic record without seeking to continue their Program, a transcript will be issued only when the outstanding debt has been paid.
- (f) When an outstanding debt and reinstatement fee have been paid, a Student seeking to continue their Program within the current Study Period can be reinstated if approval is granted by the Executive Director Students, or their nominee.
- (g) Invalidated Students seeking to continue their Program in a subsequent Study



Period must apply directly to the Executive Director Students or their nominee, who will determine if the Student may be re-admitted.

9. Program Transfers

Students who transfer from the OUEEC to another Program of the same type offered by the College may be eligible receive a Refund– see the table in Section 13.

10. Repeated Enrolment

- (a) Students who fail to complete the OUEEC and then subsequently re-enrol in the OUEEC or an approved replacement Program as recommended by the College, may receive a fee adjustment.
- (b) The amount of fee adjustment applicable for a repeated Enrolment depends on the length of the Study Period.
- (c) Repeated Programs are charged in accordance with the tuition fee associated with the year in which the repeated Program is undertaken.

11. Misconduct

- (a) Where a Student is being investigated for misconduct, Refunds (where applicable) will not be made, pending the outcome of the investigation.
- (b) In cases where a Student has been suspended or excluded due to misconduct, the Student will not be eligible for a fee Refund.

12. Refunds

- (a) Tuition fee Refunds for OUEEC Students will be calculated in accordance with the table below.
- (b) The following is the Refund Policy for OUEEC Students:

Table 1: OUEEC Refund Entitlements

	Timeframe	Refund for Student Defaults (including Withdrawals)*	Refund for Transfers*
Before Commencement of relevant Study Period	More than 28 days	75% of the tuition fee for the Program, minus administration fee	100% of the tuition fee of the Program, minus administration fee
	28 days or less	No Refund**	90% of the tuition fee of the Program, minus administration Fee



After Commencement of relevant Study Period	From day 1 of Program Commencement	No Refund	No Refund
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* The amount refunded cannot exceed the amount paid. In some instances, this may mean that the amount paid is insufficient to cover the charges as per the Refund calculation, and therefore no Refund is available.

**For Programs longer than ten (10) weeks, there will be no Refund for ten (10) weeks of their Program and a 75% Credit for week 11 onwards.

13. Refund in the Case of Provider Default or Student Default

- (a) A Student Default occurs if:
 - i. the Student does not start their Program on the agreed starting day and has not previously Withdrawn;
 - ii. the Student Withdraws from their Program, either before or after the agreed starting date;
 - iii. the Student fails to pay an amount to the College for which they are liable;
 - iv. a substantiated charge of Student Misconduct has occurred.
- (b) In the event of Student Default, any Refund applicable is set out in Table 1 of this Policy.
- (c) In the event of UNSW College:
 - i. failing to provide the Program to you on the agreed starting day; or
 - ii. ceasing to deliver the Program after the Program commences but before you complete it,
 this constitutes a Provider Default.
- (d) In the event of Provider Default, you are eligible for a full refund of tuition fees paid.

14. Refund for Overpayment

- (a) Overpayment arising from changes to Enrolment will be automatically allocated to other charges, unless a Refund is specifically requested by the Student.
- (b) Students cannot receive a Refund that is greater than the amount they have paid to the College.
- (c) Students are responsible for submitting any relevant Refund application for overpayment prior to Program completion.

15. Applying for a Refund and Refund Calculation

- (a) When requesting a Refund, a Student must:
 - i. complete and submit a Refund Request Form, together with required supporting documentation;



- ii. include the details, together with supporting evidence, of any compelling and compassionate circumstances relevant to their request (see [OUEEC Guidelines for Assessing Compassionate or Compelling Circumstances](#)).
- (b) Eligible Refunds will be processed within 28 days of receipt of the Refund Request Form and supporting documentation.
- (c) An administration fee may be charged on Refunds processed.
- (d) Refunds shall be returned to the original payment source. If a request is made to Refund to an account other than the original source, the College will require supporting documentation.
- (e) Refunds will be calculated and made in Australian Dollars.
- (f) In the event that the recipient bank is unable to transact in Australian dollars, Refunds will be calculated in Australian dollars and transacted in:
 - i. the recipient bank’s local currency based on the foreign exchange rate imposed by the financial institution; or
 - ii. US dollars based on the foreign exchange rate imposed by the financial institution if 15(f)(i) above is not possible.
- (g) The College will not be liable for any transaction fees and foreign exchange differences when processing any Refunds.

16. Student Appeals

Students have the right to appeal a decision made in regard to refusal to Refund tuition fees in accordance with the [OUEEC Student Appeal Policy](#).

17. Definitions

Definitions and Acronyms	
Appeal	A request for reconsideration of a decision by an officer or body of the College.
Commencement	The date on which a Student is due to start their Program, as previously agreed by the provider and the Student.
Encumbrance	A block that is placed on a Student’s access to College services and resources as a result of unpaid fees, fines, loan payments, missing information, disciplinary proceedings or incomplete administrative requirements.
Enrolment	A process by which Students remain active in their Program. Subjects are assigned for a specific teaching period based on Program requirements and offerings and subsequently, Students will be registered for classes.



Definitions and Acronyms	
Fee Statement	A statement available to enrolled Students showing the fees amounts and Payment Due Dates for relevant fee periods.
Incidental Fees	<p>Incidental Fees charged to Students relate to the provision of administrative, academic or facilities goods or services that are either:</p> <ul style="list-style-type: none"> - not essential to the study Program; - provided in an alternative form free of charge; - penalties primarily imposed as a disincentive; or - equipment or items that become the Student's physical property and are not consumed in the Program
Offer Letter	The formal invitation of admissions made to a Prospective Student.
OUEEC / Online University English Entry Course	The UNSW College Program that builds academic and English language skills with all content, communication and distribution of learning resources delivered electronically.
Payment Due Date	The date on which tuition fees fall due, with that for the OUEEC being upon acceptance of offer.
Program	An Academic Board approved set of requirements and Subjects into which a Student is admitted.
Prospective Student	A person outside Australia who intends to become or has taken any steps towards enrolling in, the Online University English Entry Course
Refund	A return of payment in the form of funds or a statement credit which can be used to settle other fee charges.
Student	A person enrolled in an approved Program of study at the College, whose Enrolment has not lapsed or been cancelled.
Student Default	<p>Student Default occurs if:</p> <ul style="list-style-type: none"> (a) a Student does not start on the agreed date and the Student has not previously withdrawn; (b) a Student Withdraws from their Program, either before or after the agreed start day; (c) a Student fails to pay an amount to the College for which they are liable in order to undertake the OUEEC; (d) there is substantiated Student Misconduct.
Study Period	A defined teaching and Study Period for the completion of Subjects for a particular Program.



Definitions and Acronyms	
Subject	A component of a Program, normally of one Study Period in duration, with a specific credit value.
Student Tuition Fees	Tuition fees for an approved Program of study at the College
Transfer	Changing from one Program to another of the same type at the College.
Withdrawal	The termination of a Student's Enrolment with UNSW College.

18. Related Policy and Supporting Documents

Related Policy Documents and Supporting Documents	
Policy	<ul style="list-style-type: none"> • OUEEC Student Appeal Policy • OUEEC Guidelines for Assessing Compassionate or Compelling Circumstances
Forms	<ul style="list-style-type: none"> • Refund Request Form

19. Policy Governance

OUEEC Student Fees and Refund Policy	
Category/Business Group	Finance
Published Externally (Yes/No)	Yes
Approver	Chief Executive officer
Responsible Officer	Chief Finance Officer
Contact Officer	Head of Financial Operations
Effective Date	17 June 2024
Next Review Date	17 June 2027
Version	1.0

Revision History

Version	Approved by	Approval date	Effective date	Sections modified
1.0	Chief Executive Officer – Sarah Lightfoot	17 June 2024	17 June 2024	N/A



Please visit our website to ensure that you have the latest version of this Policy. Policies are available at: unswcollege.edu.au/about/policies