

Student Number: 46879156
Date of Birth: 10 December 1992

For further enquiries please contact:
A&A International Education

A&A International Education
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No. 338 Nan Jing Road (West)
Shanghai 200003
China

Miss Dingxue Chen
Jinze Garden No 8 Xinjian
South Road Yingze District
Taiyuan City Shanxi
China

10 November 2020

Dear Dingxue,

Offer Letter

Congratulations. I am delighted to be able to offer you a place to study at The University of Queensland (UQ). Important details about your offer are as follows:

Program name¹:	Master of Information Technology
CRICOS code:	080723B
Plan¹:	Not Applicable
Program duration:	4 Semesters (Full-Time)
Total program units (less any credit):	32
Credit granted:	
Compulsory Orientation begins²:	19 July 2021
Commencement date of classes^{2 3}:	26 July 2021
Completion date³:	17 June 2023
Attendance mode:	Full-Time
Faculty:	Faculty of Engineering, Architecture & Info Tech
School/Institute:	School of Information Tech & Elec Engineering
Campus:	St Lucia
Indicative annual tuition fee:	AUD\$45,120
Indicative total program tuition fee:	AUD\$92,947
Student Services and Amenities Fee per annum:	A capped annual Student Services and Amenities Fee (SSAF) applies
Initial payment (tuition deposit):	AUD\$14,000
Overseas Student Health Cover (OSHC):	AUD\$1,365: Single Overseas Health Cover

Please take the time to read the information given in the next few pages of this offer letter. Further details about your program, including information on courses which are compulsory and those which you may select, are published in the program rules and course list for this program in the: [UQ Future Students Website](#). Please note that the structure and content of programs are reviewed to ensure they are current

and are therefore subject to change. In addition, any credit noted above is specific to your chosen program and may be different if you change to another program.

May I welcome you to the UQ community. We look forward to you enrolling and commencing your studies with us.

Yours sincerely,



Mark Erickson
Academic Registrar

¹ The program offered to you, and any major/field of study specified, is offered subject to its availability for your chosen semester start date. Occasionally, it is necessary for the University to withdraw a program (or major) after an offer has been made and/or accepted. Where this is necessary, the University will meet its obligations under the Tuition Protection Service (TPS) by offering you a suitable alternative program, where one exists, or a full refund of any fees paid. In addition, there may be some circumstances under which your field of study and/or choice of courses may be restricted for other reasons (for eg if you are a citizen of a country under sanctions with the United Nations or the Australian Government).

² If you accept this offer, you are expected to be on campus and ready to commence your program, and to join the compulsory Orientation session, by the dates given above. Please refer to the Notes section below for further information about late starts and possible deferrals to a future semester.

³ If the commencement and/or completion date shown above are more than 1 year in advance of the date of this offer, please confirm the exact dates nearer the time either with the faculty for your program or by checking UQ's [Academic Calendar](#) for the year(s) concerned.

Accepting your Offer

You can go ahead and accept this offer.

You should accept this offer by **6 June 2021**. Please note that this acceptance date is not a strict deadline but is a date which allows sufficient time for us to process your acceptance and issue a Confirmation of Enrolment (CoE), if necessary. If you are unable to accept your offer by this date, please contact your Education Representative or Admissions Officer for advice. In addition, if you require a Student Visa, you should also factor in the time that it may take for your visa to be issued.

To accept your offer and reserve your place in the program, please log in to the UQ Student portal at apply.uq.edu.au and follow the instructions to accept (unless you are under 18 at the time you are due to commence your program, in which case please see 'Under 18' below). Once conditions of your offer, if any, have been met, an invoice will be generated when you accept providing you with further details, including how to pay.

If you are sponsored by a third party, you will be asked to provide a copy of your scholarship/sponsorship letter. Scholarship providers/sponsors will be invoiced directly according to the terms and conditions of the Financial Guarantee, and you will be liable for any amounts not covered by your sponsorship arrangement.

If you are unable to accept the offer for the semester indicated, and wish to be considered for a future semester instead, please refer to the Notes section below for information.

Transferring to another institution

If you accept your offer and obtain your Student Visa, and then wish to transfer to another institution in Australia within the first 6 calendar months after the commencement date of your principal program (or prior to that commencement), you must request to be released by UQ. A release is not guaranteed and is only given in exceptional circumstances as outlined in UQ's [Transfer of Provider Policy and Procedures](#).

Under 18

If you will be under 18 at the time you wish to accept this offer, you will need a parent or legal custodian (i.e. legal guardian) to accept the offer. For this reason, you will find an Acceptance document with this letter which should be completed and signed by your parent or legal guardian and then uploaded via the Student Portal as part of the acceptance process.

If you will still be under 18 at the time you are due to arrive in Australia to commence your UQ studies, you will either need a parent/legal custodian or suitable relative (approved by the Department of Home Affairs) living in Brisbane who will be responsible for your accommodation and welfare or you will need to apply for UQ's [International Student Supervision Program](#). For students accepted into the Supervision Program, UQ approves the accommodation, support and general welfare of students until they are 18 years old. Now that you have received a UQ offer, you may apply for the [Supervision Program](#) by completing the Supervision Program [online registration form](#) and uploading all [supporting documents](#), including the [Declaration Form](#). Once your registration details have been reviewed, UQ Student Services will email you to confirm the total Supervision Program fee payable, with instructions on how to make payment, and how your accommodation arrangements will be finalised.

Please note that, if you are applying for UQ's Supervision Program, you will only be able to accept your UQ offer and receive your Confirmation of Enrolment (CoE) and Confirmation of Appropriate Accommodation and Welfare (CAAW) when UQ Student Services has confirmed that you have been accepted into the Supervision Program and you have paid a deposit for your accommodation.

If you have a parent/legal custodian or suitable relative who will be responsible for you instead, please refer to the Guardian Form for International Students Under 18 Years of Age form which has also been sent to you with this offer. This form will need to be completed and returned before we will be able to issue a Confirmation of Enrolment (see below).

Guaranteed accommodation

The University offers guaranteed accommodation to individual students who will be over 18 years of age when taking up their place of residence, who will be studying in Brisbane for the first time as an international student at UQ's St Lucia or Herston campus (guaranteed accommodation is not available for students studying at Gatton campus), and who meet certain criteria. Students must have accepted their UQ offer. Full details on eligibility, closing dates, accommodation possibilities and how to apply are given in the [Guaranteed Accommodation](#) section of the UQ website.

Confirmation of a Place

Once the University is satisfied that all requirements have been met for you to take your place in the program, the University will issue you with: *either* an electronic Confirmation of Enrolment (CoE) if you require a Student Visa, *or* an acknowledgement of your acceptance if you already hold a substantive visa which enables you to study at UQ.

On receipt of the CoE, you may proceed to apply to the Department of Home Affairs for a Student Visa#.

Notes

Period of study and holiday breaks

The first page of this offer gives the commencement date of classes and completion date for your program. This period also includes holiday breaks. These are available from the [Academic Calendar](#) for each year.

Late starts

If you accept this offer, you are expected to be on campus and ready to commence your program, and to join the compulsory Orientation session, by the dates given in this offer letter. A later start is only possible in exceptional circumstances, and for some programs there can be no flexibility with start dates. Where a later start is permitted, this is usually only within the first week of classes. Late starts must be requested and confirmed by the University in advance.

Requests must be sent to iaslatearrivals@uq.edu.au by the compulsory Orientation date given in this offer letter. Requests received after this date will only be considered if there are demonstrated extenuating circumstances.

Deferrals to a future semester

If you are unable to accept the offer for the semester indicated, or you have accepted your offer and are unable to commence in that semester, it may be possible for you to defer (on compassionate or compelling grounds). If you do not meet the grounds for a deferral, it may still be possible to offer you a place for your chosen program in a future semester. Deferrals are not possible for quota programs. Deferrals can only be considered for a program commencement within 12 months of your original start date.

To request a deferral, go to 'Make a Change' in the UQ Student Portal. Requests must be received by the compulsory Orientation date given in this offer letter. Requests received after this date will only be considered if there are demonstrated extenuating circumstances.

Please note that a deferred or postponed commencement may result in a change of tuition fees payable.

OSHC

As an international student, it is a condition of your Student Visa that you have Overseas Student Health Cover (OSHC) for the duration of your Student Visa in Australia, unless one of the exceptions noted below applies to you. The University can assist you by arranging cover through its preferred provider [Allianz Global Assistance \('AGA'\)](#). The University will receive a fee from AGA for arranging the [Essentials policy cover](#) for you.

OSHC coverage, including out of hospital and in hospital medical services, are detailed in the policy document that you will receive.

If you choose another OSHC provider, you will need to provide evidence of payment when your acceptance and payment documents are returned to UQ. Please note that UQ can only accept proof of cover with an OSHC provider approved by the Australian government. These providers are - Allianz

Global Assistance, Australian Health Management, BUPA Australia, Medibank Private, and Nib OSHC. When choosing your OSHC provider, you are advised to compare the level of cover offered by each and consider whether it would cover your requirements both now and in the future, including, for example, cover for any pre-existing conditions.

Note – the following students do not need to take out OSHC:

- Belgian and Norwegian students, due to the agreements between the respective governments, and
- Swedish students whose insurance is provided by CSN International (the Swedish National Board of Student Aid) or Kammarkollegiet (the Swedish Legal, Financial and Administration Agency).

Complaints and appeals

The University provides a grievance resolution process, outlined in Policy [3.60.02 Student Grievance Resolution](#), so that students have an avenue through which to express a grievance (complaint) and have their grievance considered by the relevant University decision-maker. If a student is dissatisfied with the decision about their grievance, they have the opportunity to appeal that decision to the relevant appeal body (see the Decision-maker Tables, Section 9 of the Procedures, [3.60.02](#)).

Where all avenues for escalation or appeal listed in Section 9 of the Procedures have been exhausted, without reaching what the student considers to be a satisfactory outcome, the student may then take the matter to the [Queensland Ombudsman](#).

Your contact details

Note that you are required to provide UQ with your residential address, mobile number, email address and emergency contacts, and advise of any changes to these within 7 days of the change.

#Student Visa applications

All applications for a Student Visa (subclass 500) must be lodged online via the [Department of Home Affairs' ImmiAccount](#). For your visa application to be processed, your application must be complete when lodged and must include a [Genuine Temporary Entrant statement](#), which is compulsory for all visa applications. For information about other documents that you will need to provide to the Department of Home Affairs, go to the Department of Home Affairs's [Document Checklist Tool](#). Please note that you may be required to provide financial statements to the Department of Home Affairs as evidence that you have access to sufficient funds for your studies in Australia.

Notice on Fees

Annual review and indexation of fees

Fees are subject to annual review and the University reserves the right to vary the fees charged to a student during their enrolment.

Program-based tuition fees

Tuition fees for coursework programs are program-based. Program-based tuition fees means all courses you undertake in your program are charged at the same tuition fee rate, in a given academic year.

Program-based fees are subject to annual review and indexation.

More information about tuition fees is available on the University's *Future Students* website under ['Applying'](#).

Indicative annual tuition fee

The indicative annual tuition fee in your offer letter is based on a standard full-time study load (usually 16 units; 8 units for a Graduate Certificate) for the year of commencement.

Tuition fees for less than a standard full-time study load for the year will be lower and fees will be higher if you study more than the standard load.

Indicative total program tuition fee

The indicative total program tuition fee in your offer letter is based on the tuition fee rate for the commencement year and an estimated 6% increase in fees for each subsequent year of study. The fee is calculated using the earliest available commencement semester in the commencement year and the normal program duration.

Your actual total program tuition fee may be lower if:

- the annual increase for a given year is less than 6%; or
- you receive credit towards your program.

Your actual total program tuition fee may be higher if:

- The annual increase in fees for a given year is more than the estimate (based on 6%);
- You commence the program in a later semester (where the indicative fee was based on a Semester 1 commencement);
- You take longer than the normal duration to complete your program.

The total tuition fee quoted on a Confirmation of Enrolment (CoE) used for a student visa application may be different from the total program tuition fee quoted in your offer. The fee quoted in a CoE may be the estimated total tuition fee for commencement in a different year.

Where fees vary, use the indicative total tuition fee quoted in this offer as a guide. Check your program details on the [UQ Future Students Website](#) for up to date information.

Student Services and Amenities Fee (SSAF)

UQ charges a capped annual [Student Services and Amenities Fee \(SSAF\)](#). This fee is set by the Australian government and is indexed annually.

Other administrative charges and additional costs

You will incur additional costs if your chosen program(s) and/or courses have additional requirements such as field trips, immunisations, first aid certificates, etc and these are clearly outlined in the program details on the [UQ Future Students Website](#).

Please be aware that other administrative charges may apply:

- For goods or services that are not essential to your course or program; and
- For alternative forms of access to essential services normally provided free of charge; and
- As penalties if you fail to complete administrative actions by the relevant due dates.

Circumstances and amounts payable are published in the University's [Fee Schedules for all students](#) and are subject to review.

Note - the application fee is non-refundable.

Payment priority

Payments will be applied to any outstanding debt from a previous study period first.

Payment of fees

Your deposit may not fully cover your tuition fees for your first study period of enrolment and you will be required to pay any balance of fees (plus the SSAF) by the fees due date (see Fees Due Dates section below). You may choose to pay more than the tuition deposit amount specified in the offer letter, but you are not required to do so. The University cannot accept payment of more than the indicative total program tuition fee. Once you enrol, UQ's student information system (mySI-net) will automatically calculate your fees each study period.

Fees due dates

Fees for each study period are payable at the start of the study period. See due dates on [my.UQ](#) for more information.

Your enrolment in a study period is not confirmed until all fees have been paid. Payment after the fees due date may result in the application of an administrative charge for late payment. Further, if all fees are not paid by the census date, your enrolment may be cancelled.

Refunds

Please refer to the enclosed '[Student Refunds - Procedures](#)' document, which is also available in UQ's Policy and Procedures library [here](#). A Refund Summary is included below for your reference. However, please note the Student Refunds – Procedures sets out the University's policy and procedures on refunds in detail and you should read and understand it. If there is any inconsistency between the summary below and the Student Refunds – Procedures, the Student Refunds – Procedure will apply.

Refunds summary

- Tuition fee liability is incurred at midnight on the census date for each study period in which you are enrolled. Amounts paid which have not been applied to a liability remain as credit in your UQ Account.
- You may request a refund of an amount in credit on your UQ account, except where the amount in credit is a deposit to be applied towards the tuition fee for your first study period of enrolment in a program and you have not withdrawn from the program.
- Amounts paid to the University for a given study period by you or on your behalf may be used to settle your previously incurred debts to the University, which may reduce the amount available for refund.
- Where you have accepted a place in a program and you withdraw or your enrolment is cancelled prior to the end of the census date of the first study period of enrolment in the program, a full refund is payable less a charge for cancellation of enrolment as outlined in Table 1 (below).

- If you withdraw from a program before the end of the census date you will be entitled to a full refund, after application of any relevant administrative charges.
- If you are enrolled after the census date, you are not entitled to a refund of tuition fees except in special circumstances outlined in the enclosed 'Student Refunds - Procedures'.
- If the University is unable to deliver a coursework program in full it is considered a University default and you will be offered:
 - a. A full refund of all tuition fees paid for the study period in which the University default occurs and any tuition fees paid in advance for future study periods in the program; or
 - b. Enrolment in another program by the University; or
 - c. In the unlikely event the University is unable to provide a full refund or enrolment in another program, the Tuition Protection Service will assist you to find an alternative program or to obtain a refund if a suitable alternative program is not found.
- To apply for a refund you must submit an online student fee refund request via [my.UQ](https://my.uq.edu.au). If you have paid a deposit to accept an offer of a place at UQ but cannot access my.UQ you will be provided with a refund form which you may submit to applicationstatus@uq.edu.au.
- Refunds will be processed within 28 days of the University's receipt of your duly completed refund request; or where the University defaults, within 14 days of receipt of your duly completed refund request.
- Refunds, where possible, are made to the original payment source, with some exceptions; these are detailed in the enclosed 'Student Refunds – Procedures'. Note, circumstances where a person other than you may receive a refund include:
 - Where an amount is paid under a University administered scholarship, third party contract (TPC) or loan arrangement, under the terms of which you are not eligible for a refund.
 - Where payment was made by someone else on your behalf.
 - Where payment was made via an authorised UQ agent. However, in this case you may specify an alternative account for refund remittance in your refund application.
- Refunds will be made in Australian dollars with the exception of UQ-Ochsner tuition fees which will be refunded in USD.
- Any amount in credit in your UQ student account for more than 15 months will be transferred to a University fund to support students, unless you apply for a refund in a timely manner or have approval to defer your offer.

Table 1 – Cancellation of enrolment charges for commencing international students		
	- Application to withdraw from program received 21 or more calendar days before the program's scheduled start date*	- Application to withdraw is received less than 21 calendar days before the program's scheduled start date* until the end of the census date; ¹ or - The student did not begin on the agreed starting day** and has not previously withdrawn; or - The University cancels the student's enrolment ²
Cancellation of enrolment	Cancellation charge	Cancellation charge
All programs, including Study Abroad	\$2000	\$5000
With the following exceptions:		
a part-time external program	\$1000	\$3000
a coursework US Study Abroad student	\$1000	\$1000
a student with a national loan from Germany, Sweden, Norway or Denmark	\$1000	\$1000
a UQ-Ochsner student	USD1000	USD3000

*Scheduled start date - the date a study period commences according to the University's academic calendar or the date determined by the Academic Registrar.

**Agreed starting day - the day on which a program was scheduled to start, or a later day agreed between the University and the student.

¹Includes the circumstance where the student is unable to meet conditions set out in their conditional offer letter and withdraws.

² The University cancels the student's enrolment in the first study period:

- for non-payment or partial payment of fees or
- for misconduct; or
- the student's offer is withdrawn or enrolment cancelled due to provision of fraudulent, incomplete or inaccurate information by or on behalf of the student.

No cancellation charge will apply where a commencing international student is:

- Refused a student visa (proof of visa refusal required); or
- An AusAid scholarship recipient; or
- A current UQ student changing program.

If an international student cancels OSHC cover with [OSHC Allianz Global Assistance](#):

- Prior to arrival in Australia, OSHC Allianz Global Assistance will refund the OSHC amount paid;
- After arrival in Australia, OSHC Allianz Global Assistance will refund the OSHC amount paid, less a minimum cover period of three months.

Student Rights

This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.

Further Information: Australian Competition and Consumer Commission (ACCC).

GENERAL TERMS AND CONDITIONS OF OFFER

You are required to:

- Retain your original application supporting documents and bring your originals to campus in case you are asked to provide them to the University for verification purposes.
- Keep a copy of this offer letter and receipts for all payments made to the University during your studies.
- Comply with the [policies and rules](#) of UQ and with the decisions of the constituted authorities of UQ so far as they may apply to you.
- Comply with the University's rules and policies as set out on the [UQ Policy and Procedures Library website](#), in particular [3.60 Student Rights and Responsibilities](#).
- Acknowledge that, should you wish to change your enrolment to an alternative program, you will be bound by any requirements or limits on enrolment into that program.
- Accept liability for the payment of your fees, pay fees by the due dates specified by UQ and advise UQ immediately, in writing, should there be any material change, of an adverse nature, to your financial capacity.
- Abide by the conditions of your student visa, including;
 - Maintain valid Overseas Student Health Cover (OSHC) for yourself and your dependants who accompany you to Australia.
 - Maintain full-time enrolment in your studies and progress to the satisfaction of your Faculty.
 - Maintain sufficient financial capacity for yourself and your dependants who accompany you to Australia.
 - Inform UQ immediately in writing of any change to your visa status.
 - Observe [restrictions on work hours](#) for yourself and any dependent family members, including any permissions granted by the Department of Home Affairs.
- Ensure that your studies at the University will meet the requirements of any relevant statutory, professional or industry body, and be capable of recognition by the tertiary institutions of countries in which you may wish to work or study.
- Acknowledge that if you wish to transfer to another registered provider in Australia before you have completed at least 6 calendar months of your primary program at UQ you will be bound by UQ's transfer policy and understand that transfer will only be permitted in exceptional circumstances.

The University of Queensland:

- Reserves the right to withdraw your offer, or cancel your enrolment at any time should it be found that incomplete or inaccurate information was provided by or on behalf of you or so as to comply with sanction laws (international or domestic), and Australian export control laws.
- Has an obligation under the [Education Services for Overseas Students \(ESOS\) Act and The National Code 2018](#) to report students who do not commence on the agreed start date. A later commencement date may be possible, subject to approval.
- Reserves the right to request, at any time, your original documentation for verification. Failure to provide the original documents for verification when requested may result in withdrawal of the offer of a place, cancellation of enrolment and, where relevant, rescinding of any awards conferred if the qualifications used as the basis of admission are unable to be verified.
- Reserves the right to withdraw your place in the program at any time in the event that you have misled the University, made a false declaration, or have been involved in any fraudulent act or omission in the process of obtaining a place in the program.
- May provide your personal information, in accordance with the Privacy Act 1988, to the Australian Government, or designated authorities, and, if relevant, the Tuition Protection Service, where needed to ensure compliance with the conditions of your visa and any Australian immigration, education, sanction or export control laws.
- May provide your personal information and/or details of your academic progression to a third party for essential UQ business, i.e. OSHC provider, scholarships providers.

Note: Education Services for Overseas Students (ESOS) Act (Cth) 2018

Please be aware that international Student Visa holders have specific rights and obligations under the Education Services for Overseas Students (ESOS) Act and The National Code 2018. To view these, please go to <https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOS-Regulations/Pages/default.aspx>

STUDENT REFUNDS - PROCEDURES

1.0 Purpose and Scope

This procedure outlines The University of Queensland's (UQ's) arrangements for assessing and processing student refunds and applies to all prospective, current and former UQ students.

1.1 Exclusions

The following types of refund are not covered by this procedure:

- Overseas Student Health Cover (OSHC) – international students should consult their OSHC provider about refund provisions.
- Course or program related [incidental fees](#) – students apply directly to the relevant school or faculty.
- Removal of [financial liability](#) after the census date due to special circumstances.

2.0 Process and Key Controls

To process a refund request a student must have an amount in credit in their UQ student account.

Eligible students must apply in accordance with this procedure for a refund to be considered and processed by UQ.

The [Student Fees](#) team within the Academic Services Division has primary responsibility for managing the student fees function at UQ, including processing and authorising refunds.

Students have a right to seek a review of a refund decision in accordance with section 2.6 of this procedure.

2.1 Eligibility

Prior to applying for a refund, students must consider the following eligibility requirements:

2.1.1 Refunds before census date

A student who withdraws from a course before the census date will be eligible for a full refund of the tuition fee paid for the course.

Where a student withdraws from a program by the census date a full refund of tuition fees for the study period is payable, unless the student is a commencing international student.

Where a commencing international student (or a commencing international student granted Australian permanent residency or NZ citizenship in the first study period of enrolment in a program) withdraws from their program or their enrolment in the program is cancelled, before the end of the census date of the first study period of enrolment, a full refund is payable less an administrative charge for cancellation of enrolment, as outlined in the University's fee schedule for [administrative and miscellaneous charges](#).

2.1.2 Refunds after census date

Where a student is enrolled in study period after the census date, a tuition fee paid for the study period is not refundable, unless:

- The student is granted removal of financial liability in accordance with [PPL 3.50.10 Removal of](#)

[Financial Liability Due to Special Circumstances](#); or

- The student's provisional enrolment is cancelled following refusal of enrolment in that study period for unsatisfactory academic progress (show cause); or
- The student's provisional enrolment in the study period is cancelled due to non-payment of fees by the study period's census date; or
- The student is an international student who is unable to continue study in the study period due to student visa refusal.

A student services and amenities fee (SSAF) is not refundable after the relevant [SSAF payment date](#).

2.1.3 Refusal of enrolment

A full refund is not payable if the University cancels a student's enrolment in the following circumstances:

- a. The University withdraws an international student's offer of a place or cancels an international student's enrolment in the first study period due to the provision of incorrect or incomplete information in an application for admission. In this case the administrative charge for cancellation of enrolment, as outlined in the University's fee schedule for [administrative and miscellaneous charges](#) will be applied.
- b. The University cancels a student's enrolment or suspends or expels a student from the University under PPL 3.60.04 Student Integrity and Misconduct. In this case no fees paid by the student relating to the period are refundable.

2.1.4 Refunds of financial aid

Where a student's fees are paid by Financial Aid, the amount payable as a refund is calculated in accordance with US Federal William D. Ford Direct Loan Program guidelines.

- Where a student drops all course enrolments in a study period, having completed 60% or less of the study period, the unearned portion of funds provided for study purposes is repaid to the financial institution administering the US Government loan; or
- Where a student withdraws from all course enrolments in a study period, having completed 61% or more of the study period, no refund will be directly payable to a student; unless the student is granted removal of financial liability in accordance with [PPL 3.50.10 Removal of Financial Liability Due to Special Circumstances](#) or the student withdraws as a result of a student visa refusal.

2.2 Applications for refunds

Students applying for a refund must submit an online student fee refund request via [my.UQ](#).

Where a student cannot access my.UQ a completed Student Fees Refund Request form may be submitted to fees@uq.edu.au with verifiable proof of identity. A prospective international student who has paid a deposit to accept an offer of a place at UQ may submit the form to applicationstatus@uq.edu.au.

A commencing international student wishing to withdraw completely from a program in the first study period of enrolment must complete an Application to Withdraw before applying for a refund.

UQ will process refund requests within 28 calendar days of receiving a valid student refund request application, or within 14 calendar days in the case of University default where a refund request is received from an international student.

If information required from a student to process a refund request is not complete or correct, the processing timeframe will commence once the required information is received by Student Fees and Scholarships.

Refund request notifications to students will be sent to:

- The student's my.UQ Dashboard Notifications; or
- The student's UQ email address, where a PDF refund request is received; or
- The email address provided with a student's application to enrol, where an international student does not have a UQ Account.

2.3 Remittance of refunds

2.3.1 Currency

Refunds will be made in Australian dollars, with the exception of tuition fees for the UQ-Ochsner program which will be made in US dollars.

2.3.2 Refunds to payment source

Refunds are generally made to the original payment source, including:

- Where an amount is paid under a University administered scholarship, third party contract (TPC) or loan arrangement, under the terms of which you are not eligible for a refund.
- Where payment was made by someone else on your behalf.
- Where payment was made via an authorised UQ agent.

2.3.3 Refunds to another account

In the following circumstances, refunds may be made to another account:

- Payments made by Australian credit card more than twelve months prior to the refund may be refunded to a bank account specified by the student.
- Where a student can provide documentary evidence from the payor's bank/card provider proving the originating account is closed, refunds can be made to a bank account specified by the student.
- For payments made by BPay or bank transfer, refunds can be paid into a bank account specified by the student. (Flywire may require proof of original payment transaction and bank account details).
- Where payment is made via an authorised UQ agent, the student may specify a different account for payment of a refund in the refund request.
- For circumstances not covered by these procedures, the student may apply in writing to the Academic Registrar to have a refund remitted to a different account.

2.4 Uncollected funds

An amount in credit on a student's account which has been inactive for a period of 15 months is considered uncollected funds.

Students with uncollected funds will be contacted by the University, unless there are no contact details recorded in mySI-net or the amount of uncollected funds is less than \$56.

If the student does not apply for a refund or contact Student Fees and Scholarships within 30 days of the date the University notifies the student of uncollected funds, the student agrees that the uncollected funds are transferred to a University fund to support students in hardship.

Uncollected funds which have been transferred to a University fund to support students in hardship will not be refunded except in exceptional circumstances as determined by the Director, Student Administration.

2.5 University default – International Students

2.5.1 Refunds where a program cannot be delivered

If the University is unable to deliver a coursework program in full it is considered a University default and a student will be offered:

- A full refund of all tuition fees paid for the study period in which the default occurs and any tuition fees paid in advance for future study periods in the program; or
- The student may be offered enrolment in another program by the University.

If the University is unable to deliver suitable advisory support to a Higher Degree by Research student, the student will be offered a full refund of tuition fees paid for the research quarter in which the default occurs and any tuition fees paid in advance for future study periods of the program.

Tuition fees paid for earlier study periods will not be refunded, except where a student is granted removal of financial liability for those study periods.

In accordance with the ESOS Act if the University is unable to deliver a program to an international student, the University is considered to be in default. In these cases, in the unlikely event the University is unable to offer the student an alternative program that the student accepts or pay the student a refund of the student's unspent prepaid tuition fees, the Tuition Protection Service (TPS) will assist the student to find an alternative course of study or to get a refund, if a suitable alternative is not found.

2.5.2 Refunds where there is no compliant written agreement

Where an international student withdraws from their program or their enrolment is cancelled but there is no compliant written agreement between the University and the student which sets out the refund arrangements that will apply in those circumstances, the University will refund all tuition fees paid for the study period in which the student is withdrawn or cancelled.

2.6 Appeals

In accordance with the provisions of the University's [Student Grievance Resolution Policy](#):

- A student may seek a review of a refund decision by writing to the Academic Registrar.
- An international student can apply in writing to the Academic Registrar to request a variation of a charge for cancellation of enrolment.

Requests for the refund of uncollected funds which have been transferred to a University fund to support students in hardship will be considered on a case by case basis and are to be submitted in writing to the Director, Student Administration.

3.0 Key Requirements

Refunds applications must be made before uncollected funds are transferred to a University fund to support students.

Students must supply supporting documentation requested by the University:

- i. Where a refund is not able to be made to the originating source;
- ii. Where information is incomplete or incorrect;
- iii. To verify the student as the refund initiator.

A refund request from an international student who is under 18 years of age must be authorised by the student's parent or guardian who accepted the offer on behalf of the student.

4.0 Roles, Responsibilities and Accountabilities

4.1 Student Fees and Scholarships

The Student Fees team has primary responsibility for the administrative systems and processes that are part of the fees function at UQ, including processing student refunds.

Student Fees and Scholarships is responsible for managing refunds including:

- a. Confirming eligibility
- b. Confirming method of payment
- c. Confirming amount payable
- d. Authorising payment of refunds
- e. Processing refunds within the specified timeframes.

All student fee refund requests which have been verified as initiated by a student are processed by an Officer in Student Fees and Scholarships who will confirm the amount available for refund and identify the original payment source(s).

A Senior Officer in Student Fees and Scholarships must authorise a refund.

4.2 Finance and Business Services

Finance and Business Services (FBS) Division is responsible for:

- a. Approving payments of refunds in accordance with the University's schedule of financial delegations.
- b. Remitting payments of refunds in a timely manner.
- c. Contacting students with uncollected funds prior to transferring the funds to a fund for the benefit of students.

4.3 Faculty of Medicine

The Faculty of Medicine is responsible for approving payments of USD refunds for the MD-Ochsner program in accordance with the University's schedule of financial delegations.

4.4 Financial Aid

A UQ Financial Aid Officer is responsible for determining the refund payable to the student and the loan provider where the student's fees are paid by the US Federal William D. Ford Direct Loan Program.

5.0 Monitoring, Review and Assurance

The University will monitor refund turn-around times.

The Academic Registrar will ensure University processes for refunding fees are compliant with University policy and legislative requirements; including reviewing procedures annually and making required adjustments.

6.0 Recording and Reporting

The University will retain records of refund applications, transactions, communications and appeals in accordance with [PPL 1.60.04 Records Management](#).

The University will report on the outcome of the discharge of the University's refund obligations in cases of international student and University default, in compliance with Tuition Protection Service reporting requirements.

7.0 Appendix

7.1 Definitions, terms and acronyms

Agreed starting day – the day on which a program was scheduled to start, or a later day agreed between the University and the student.

Census date – the date in the University's academic calendar by which all enrolment requirements must be finalised for a given study period (March 31 for semester 1; August 31 for semester 2; December 18 for Summer semester (this may change); the dates set annually for trimesters; intensive teaching periods and medical rotation periods; the first day of the second month of a research quarter).

Commencing student – for the purpose of this procedure, a student who has accepted a place in a program at the University including an international student who has accepted a package offer, or an international or domestic student enrolled in a program up until the census date of the first study period of enrolment at the University.

Course – a distinct unit of study for which a result is given, identified by its alphanumeric code, a title and a fixed unit value.

Credit – payments by or on behalf of a student, to a student's UQ account, which have not been applied to a debt related to a student's fees (also known as excess cash).

Deposit – the tuition fee deposit set for payment by an international student before the agreed starting date of the first study period of enrolment, to accept an offer of admission to a program at the University, which is credited to the student's UQ student fee account.

Domestic student – a student who is an Australian citizen, New Zealand citizen, or Australian permanent resident (including Australian Permanent Humanitarian Visa holders).

First study period of enrolment – the study period in which the student commenced or was to commence a program at the University.

HESA – [Higher Education Support Act 2003](#).

Incidental fee – a fee for a good or service related to the provision of a course or program that is additional to a student contribution amount or tuition fee and which meets one of the criteria set out in chapter 7 of the Higher Education Provider Guidelines and [HESA](#).

International student – a student who is not a domestic student; also known as an overseas student.

Program – a sequence of study leading to the award of a qualification such as a bachelor degree, graduate diploma or certificate, masters degree or Higher Degree by Research (HDR).

Provisional enrolment – under [PPL 3.40.11 Enrolment](#), a person is not taken to be effectively enrolled in a program or course in a study period until all relevant fees and charges have been paid to the University.

Refund – the return of monies that were paid to the University.

SSAF payment date – the date on which a student services and amenities fee is payable and the last date on which an eligible domestic student is able to submit a request for SA-HELP for the period to which the SSAF relates.

Student Services and Amenities Fee (SSAF) – the capped annual fee charged by the University for student services and amenities of a non-academic and non-political nature.

Study period – a semester, trimester, research quarter, medical rotation or teaching period.

Tuition fee – the fee the University receives, including a student contribution amount (SCA) for a Commonwealth supported place, either directly or indirectly from a student or intending student, or another person who pays the fee on behalf of a student or intending student that is directly related to the provisions of a

program or course the University provides or is offering to provide.

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 are able to either:

- complete their studies in another course of study or with another education provider or
- receive a refund of their unspent tuition fees.

Uncollected funds – an amount in credit on a student's account where the account has been inactive for a minimum period of 15 months.

University default – the University fails to start to provide a program to the student on the agreed starting 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.

UQ-Ochsner student - an overseas student enrolled in a medical program at the University under the partnership agreement between the University and the Ochsner Health System who is charged tuition fees in US dollars.

Withdraw – to cease study at The University of Queensland or to drop a course.

