



Student Fees Refund Policy & Procedures

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OVERVIEW

In certain circumstances, if a student has a credit balance on their University of Adelaide (University) account, they may request a refund of that credit balance.

This policy provides formal guidance on the circumstances under which fee refunds relating to transactions on a students' University account are to be provided to students, and the manner in which they may be paid.

SCOPE AND APPLICATION

This policy applies to

- All enrolled students of the University of Adelaide, on all campuses both domestic and international;
- Students previously enrolled, not currently enrolled and students on program leave, where the relevant fee liability was incurred while they were enrolled or is directly related to their enrolment;
- Higher Degree Research Students including those awaiting examination of submitted theses;
- Students on exchange from other universities where they have paid fees to be refunded to the University of Adelaide, and
- International students who have accepted an offer of admission.

POLICY PRINCIPLES

1. Refunds

- a) A refund can only occur if a student has a credit balance on their student finance account.
- b) Refunds will be processed after all other financial obligations to the University have been discharged, including (but not limited to) library fines, student loans, and accommodation charges.
- c) Refund payments are normally made directly into a bank account, unless paid by credit/debit card. Bank details may be required, even if the refund is to the original credit/debit card, to ensure payment can be finalised.

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- d) All refunds are made in Australian dollars and are payable to the student's nominated account, with the following exceptions:
- i. The student is supported by a recognised third party sponsor and that sponsor is entitled to the refund (as per the *Education Services for Overseas Students (ESOS) Act*, s.47D(3)(b).
 - ii. In the event a country is subject to financial sanctions, refunds cannot be paid to a bank in a Sanctioned Country.
 - iii. If the original payment was made by credit/debit card via BPOINT, the refund will be processed back to the original credit/debit card. The merchant surcharge fee will also be refunded unless a partial refund is being made, in which case the surcharge fee will not be refunded.
 - iv. If the original payment was made via Flywire, the refund will go back to the original bank account, credit/debit card.

2. Domestic Students

- a) When a refund is payable, and the applicable refund form has been completed, the refund will occur within 28 days (under normal circumstances) of the refund form being received by the University.
- b) Refunds will be processed in the circumstances described below provided that the student has completed and submitted the refund application form:
 - i. The University is unable to provide in full the academic program offered at any time on or after the advertised starting date.
 - ii. Student withdraws from a course(s) before the Census Date if:
 - a. The student has already made a payment to the University; and
 - b. The student requests the money be refunded to them.
 - iii. Student withdraws from a course(s) after the Census Date but withdraws due to special circumstances.
 - iv. Commonwealth supported students make a payment to the University after the Census Date of the current study period, and this cannot be accepted due to legislative restrictions, or an excess payment is made prior to the Census Date.

3. International Students

- a) When a refund is payable, and the applicable refund form has been completed, and all requested information and documentation relating to the refund has been provided, the refund will be processed under normal circumstances within 28 days of the receipt of all required information by the University.
- b) Additional delays may occur for receipt of payments to overseas bank accounts.
- c) Refunds of Overseas Student Health Cover (OSHC) will only be processed where the University has arranged OSHC on behalf of a student, and the student has not arrived in Australia. If a student has arrived in Australia, they will need to contact their OSHC provider directly to arrange any refund of their OSHC policy.

4. Refunds not payable

Refunds are not payable in the [circumstances](#) set out in points 9-14 of Table 2 under Procedure 3.

5. Special Circumstances Refunds, Remissions or Re-Credits

Students who withdraw from a course(s) after the Census Date due to special circumstances may apply for an [Amendment to Enrolment and Fees](#).

6. Exceptions

Transactions which are outside of these policy principles must be approved by the Director, Finance and Accounting Services (or their delegate), provided:

- a) It is their opinion that such a transaction is in the best interests of the University and is consistent with the objectives of this Policy; and
- b) The transaction is approved in writing prior to execution.

7. Appeals

Students who are not satisfied with the outcome of their application for a refund may lodge a complaint in accordance with the [Student Complaint Resolution Policy and Procedures](#).

8. Compliance

This Policy complies with the Education Services for Overseas Students Act 2000 (ESOS Act), Education Services for Overseas Students (Calculation of Refund) Specification 2014, Higher Education Funding Act 1988 (HEFA), Higher Education Support Act 2003 (HESA), the Charter of the United Nations (Dealing with Assets) Regulations 2008, Autonomous Sanctions Regulations 2011, and the Anti-Money Laundering and Counter-Terrorism Financing Act 2006.

9. Record keeping

All records created during the application of this policy and associated rules and procedures must be retained in accordance with the [Information Management Policy](#).

AUTHORITIES

No University funds may be committed or expended except by approval of a University staff member with documented authority to approve, in accordance with the University's [financial delegations](#).

Where a financial delegate has a direct or personal interest in a transaction, neither the delegate, nor any other delegate who reports to them, may approve that transaction.

Key	Category	Authority	Delegated position	Limits
Academic	Student Fees and Loans	Authority to issue a student refund	Manager, Revenue Accounting	\$50,000
Academic	Student Fees and Loans	Authority to issue a student refund	Team Leader, Student Finance	\$50,000
Academic	Student fees and Loans	Authority to issue a student refund	Team Leader, Revenue Accounting	\$50,000
Academic	Student Fees and Loans	Authority to issue a student refund	Senior Student Finance Officer	\$10,000
Academic	Student Fees and Loans	Authority to approve student refunds which fall outside policy principles	Director, Finance & Accounting Services	In accordance with clause 6.
Academic	Student Fees and Loans	Authority to review decisions for Special Circumstances refund applications	Director, Student Administration Operations	
Academic	Student Fees and Loans	Authority to assess and approve Special Circumstances refund applications	Associate Director, Student Administration Operations Enrolment & Timetable System Coordinator Student Administration Officer	

PROCEDURES

Applications for a refund of a credit balance can be submitted via the [Refunds](#) webpage. Students without a current University log in password should contact [Student Finance](#) to request the Non-Current Student Refund Request Form.

International coursework students requesting a refund of the Acceptance Fee, can request a refund by emailing icteam@adelaide.edu.au.

1. Special Circumstances Refunds

Students who withdraw from a course(s) after the Census Date, or who are unsuccessful in a course(s), and can demonstrate through independent supporting evidence that their study was affected by Special Circumstances, may apply for an Amendment to Enrolment and Fees within 12 months of the date of withdrawal, or within 12 months from the last day of the replacement exam period if they did not withdraw. Please refer to the [Amendment to Enrolment and Fees](#) page, if you believe you meet the criteria.

2. Domestic Student Refunds

Refunds will be processed in certain circumstances. If a refund is payable, go to the [Refunds](#) page to complete and submit the refund form.

Table 1 outlines common circumstances, other than [Special Circumstances](#) and likely outcomes upon completion and submission of your refund form:

Table 1:

Circumstance	Refund Payable OR	HECS-HELP and FEE-HELP remission
The University is unable to provide in full the academic program offered at any time on or after the advertised starting date.	Full refund of all tuition fees or Student Contributions paid for that course(s).	Full loan liability remitted.
Student withdraws from a course(s) before the Census Date.	Full refund of all tuition fees or Student Contributions paid for that course(s).	Full loan liability remitted.
Student withdraws from a course(s) after the Census Date and no special circumstances apply.	No refund payable.	No adjustment or remission made

3. International Student Refunds

Table 2 sets out the University's procedure on refunds of First Tuition Payments or tuition fees paid by international students, other than under [Special Circumstances](#).

If a refund is payable, students should complete and submit the [refund form](#). The refund will be processed within 28 days except in Circumstance 1 where the refund will be processed within 14 days of the completed refund form being received by the University under normal circumstances. Delays may occur when refunds are paid to overseas bank accounts.

Table 2:

Circumstance	Refund Payable
All Students	
1. University is unable to provide in full the academic program offered at any time on or after the agreed starting date.	Full refund of all fees paid within 14 days.
First Tuition Payment Only	
2. Student's application for a student visa is denied by the Department of Home Affairs (DHA) prior to the Census Date* in their First Teaching Period and the student presents certified evidence of the refusal to the University.	Full refund of all fees paid (including, but not limited to, Pre-Enrolment English Programs, General English for Academic Programs, and all tuition fees paid).

Circumstance	Refund Payable
3. (a) Student gives written notice to the University of their decision to request a refund and withdraw from their Program at least four (4) weeks before the commencement of their First Teaching Period**; or (b) University withdraws offer of enrolment based on incorrect and/or incomplete information provided by the applicant or their agent; or (c) Student does not meet the entry requirements of their conditional offer and has given written notice to request a refund to the University prior to the Census Date of their First Teaching Period.	Refund of all fees paid less 10% of the First Tuition Payment.
4. (a) Student gives written notice to the University of their decision to request a refund and withdraw from their Program less than four (4) weeks before the commencement of their First Teaching Period, but before the Census Date. (b) <u>Student requests to defer their offer less than (4) weeks before the commencement of their First Teaching Period and then gives written notice to the University of their decision to request a refund and withdraw from their Program prior to the Census Date of their deferred First Teaching Period.</u>	Refund of all fees paid less 50% of the First Tuition Payment.
5. Higher Degree by Research student withdraws from program after acceptance and before the conclusion of their First Teaching Period (first semester).	Full refund of whichever is lesser: The total amount of tuition fees paid less 20% of the annual indicative tuition fee; OR The total amount of tuition fees paid, less the amount due for the period of time enrolled.

*After the Census Date in their First Teaching Period requests for refunds will be calculated in accordance with Section 10 of the Education Services for Overseas Students (Calculation of Refund) Specification 2014.

**Consideration may be given to apply this clause to students who were unable to accept their program more than 4 weeks prior to the commencement of their First Teaching Period.

Tuition payments not including the First Tuition Payment Only	
6. Coursework students - After First Teaching Period has been completed, and all deposit conditions (as per the offer letter) have been fulfilled, coursework student withdraws from a course(s) before any subsequent Census Dates.	Full refund of tuition fees paid for that course(s).
7. Higher Degree by Research students - After First Teaching Period (first semester) has been completed, and all deposit conditions (as per the offer letter) have been fulfilled, research student formally withdraws from, or submits their thesis for, their program.	Full refund of any tuition fees paid from the date of submission or withdrawal date.
Additional circumstance specific to Academic English program studies	
8. Student withdraws from their English Language Centre (ELC) Academic English Program after Census Date.	The tuition fees will be retained by the University for any 5-week session, once the Census Date has passed. The student will receive a full refund of all tuition fees paid for any future 5-week session(s) remaining in their ELC Academic English program.

Refunds are not payable in the circumstances set out in 9 – 14 below	
9. Student withdraws after the Census Date for courses in which student enrolled, and no special circumstances apply.	No refund payable.
10. Student withdraws from their program after their First Teaching Period Census Date and part of their First Tuition Payment remains unused on their account.	No refund payable.
11. Student is Transfer Restricted and does not provide sufficient evidence to confirm they do not need the University to release their transfer restriction, or their release request has been denied.	No refund payable.
12. Student visa cancelled by the Department of Home Affairs (DHA) for any reason.	No refund payable.
13. Student does not complete the requirements for a course or program, including a preliminary program such as Pre-Enrolment English Program or bridging program, and no special circumstances apply.	No refund payable.
14. Australian or international law [including but not limited to the Charter of the United Nations (Dealing with Assets) Regulations 2008, Autonomous Sanctions Regulations 2011, or the Anti-Money Laundering and Counter-Terrorism Financing Act 2006] prevents the University from making the refund payment.	No refund payable.

4. International Students – Overseas Student Health Cover Refunds

Refunds of Overseas Student Health Cover (OSHC) will only be processed where the University has arranged OSHC on behalf of a student, and the student has not arrived in Australia. If a student has arrived in Australia, they will need to contact their OSHC provider directly to arrange any refund of their remaining OSHC policy.

DEFINITIONS

Academic award is as defined in the [University Policy Glossary](#).

Acceptance Fee is the money that international students pay in order to accept their Offer of Admission to the University, which may include tuition and OSHC.

Census Date is as defined in the [University Policy Glossary](#).

Course is as defined in the [University Policy Glossary](#).

Domestic Student is a student who is an Australian or New Zealand citizen, or who holds Permanent Residency status in Australia, or who holds a Permanent Humanitarian Visa.

FEE-HELP is the system established by the [Higher Education Support Act 2003 \(Cth\)](#) under which the Commonwealth Government provides eligible domestic students in fee-paying places with income-contingent loans to cover some or all of their tuition fees.

First Tuition Payment is the money that international students pay towards their tuition in order to accept their Offer of Admission to the University.

First Teaching Period means the Teaching Period that the student has been approved to commence study at the University in, as set out in their Offer Letter.

HECS-HELP is a scheme that is both a student loan and a student discount. Eligible students may access a HECS-HELP loan to pay their student contribution amount.

Higher Degree by Research Student is as defined in the [University Policy Glossary](#).

International Student is a student who is not a citizen of Australia or New Zealand and who does not hold Permanent Residency status in Australia.

Program is as defined in the [University Policy Glossary](#).

Sanctioned Country is a country that the Australian Government have taken measures to impose restrictions on certain activities.

Special Circumstances are defined in the [Higher Education Support Act 2003 \(Cth\)](#) as circumstances that:

- a) Are beyond the person's control; and
- b) Do not make their full impact on the person until on or after the Census Date for the unit of study; and
- c) Make it impracticable for the person to complete the requirements for the unit during the period during which the person undertook, or was to undertake, the unit.

Teaching Period is as defined in the [University Policy Glossary](#).

Transfer Restricted is where a student is restricted in the Government's system (PRISMS) from transferring to another provider without the University releasing the student.

Undergraduate program is as defined in the [University Policy Glossary](#).

Postgraduate program is as defined in the [University Policy Glossary](#).

RMO File No.	2017/7607
Policy Custodian	Chief Operating Officer, University Operations
Responsible policy officer	Chief Financial Officer, University Operations
Endorsed by	Vice-Chancellor's Executive on 20 March 2024
Approved by	Vice-Chancellor and President 15 April 2024
Related Documents and Policies	Foreign Exchange Risk Management Policy Financial Management Policy University of Adelaide Financial Delegations
Related Legislation	Higher Education Support Act 2003 (Cth) Education Services for Overseas Students Act 2000 (Cth) Education Services for Overseas Students (Calculation of Refund) Specification 2014 Higher Education Funding Act 1988 (Cth) Autonomous Sanctions Regulations 2011 Charter of the United Nations (Dealing with Assets) Regulations 2008 Anti-Money Laundering and Counter-Terrorism Financing Act 2006
Superseded Policies	Nil
Effective from	15 April 2024
Review Date	14 April 2027
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