



## International Student Refund Agreement

**NEW INTERNATIONAL STUDENTS** For the purpose of this International Refund Agreement, a **new International Student** is considered to be an overseas student enrolled in their first study period of a course of study at Curtin University.

Time of Withdrawal	Circumstances					
	Notification of withdrawal or intention not to commence a course***	Withdrawal from a unit	Visa Refusal/Inability to obtain a Visa**; Conditions on Letter of Offer could not be met; or the University is no longer able to provide the course	Misconduct or fraudulent or forged material submitted to the University	Unsatisfactory course progress	Cancellation of enrolment due to failure to pay fees in full
<b>10 weeks or greater before published start date</b>	Full refund minus a \$500 administrative fee *	N/A	100% refund Administrative fees may apply in the case of a visa situation; please refer to fine print below**	100% of the Letter of Offer deposit amount will be retained by the University.	N/A	N/A
<b>Fewer than 10 weeks before published start date</b>	90% refund*	No fee liability incurred. If under-load is unauthorised and breaches visa conditions then any fees paid for the unit will be retained as credit towards the next study period	100% refund Administrative fees may apply in the case of a visa situation; please refer to fine print below**	100% of the Letter of Offer deposit amount will be retained by the University.	N/A	N/A
<b>Before census date</b>	50% refund*	No fee liability incurred. If under-load is unauthorised and breaches visa conditions then any fees paid for the unit will be retained as credit towards the next study period	100% refund Administrative fees may apply in the case of a visa situation; please refer to fine print below**	100% of the Letter of Offer deposit amount will be retained by the University.	N/A	N/A
<b>After census date</b>	0% refund	Fee liability incurred	100% refund Administrative fees may apply in the case of a visa situation; please refer to fine print below**	100% of the Letter of Offer deposit amount will be retained by the University.	N/A	0% refund

**CONTINUING INTERNATIONAL STUDENTS** For the purpose of this International Refund Agreement, a **continuing International Student** is considered to be an overseas student who has been enrolled in a previous study period at Curtin University and is continuing in the same course of study.

Time of Withdrawal	Circumstances					
	Notification of withdrawal or intention not to commence a course	Withdrawal from a unit	Visa Refusal/Inability to obtain a Visa**; Conditions on Letter of Offer could not be met; or the University is no longer able to provide the course	Misconduct or fraudulent or forged material submitted to the University	Unsatisfactory course progress	Cancellation of enrolment due to failure to pay fees in full
<b>Before commencement date</b>	100% refund	No fee liability incurred. If under-load is unauthorised and breaches visa conditions then any fees paid for the unit will be retained as credit towards the next study period	N/A**	0% refund	100% refund of any credit on the student account	N/A
<b>Before census date</b>	50% refund	No fee liability incurred. If under-load is unauthorised and breaches visa conditions then any fees paid for the unit will be retained as credit towards the next study period	100% refund Administrative fees may apply in the case of a visa situation; please refer to fine print below**	0% refund	100% refund of any credit on the student account	N/A
<b>After census date</b>	0% refund	Fee liability incurred	100% refund Administrative fees may apply in the case of a visa situation; please refer to fine print below**	0% refund	100% refund of any credit on the student account	0% refund

\*Please be advised, in certain circumstances the Chief Student Services Officer or nominee may vary the refundable amount and/or may apply an administration fee (up to \$500). **Application fees including SVP Package Application Fee are non-refundable.**

\*\***Visa Refusal/Inability to obtain a Visa:** If the visa refusal or delay is due to no fault of the student a 100% refund may be approved. If the refusal or delay is due to reasons outlined in subsection 47D (5) of the ESOS Act 2000, the refunded amount will be calculated in accordance with Section 47, specifically the legislative instrument made under subsection 47E. In each instance, the student must present evidence of the refusal or delay to issue a visa.

\*\*\***Deferred Entry:** Where a student, after accepting an offer of admission, is granted a deferral of their course, any payments made will be transferred to the subsequent study period without penalty. Where the student does not commence in the subsequent study period due to any of the circumstance stated above, a refund will be processed in accordance with timelines of the original deferral request.

### LIVING COSTS

ISRA | June 2016

The information provided on this form will be retained by the University and handled in accordance with the University's policy on the management and disclosure of personal details and information



## International Student Refund Agreement

Living expenses must not be paid directly to Curtin University. Students and sponsors must not overpay the tuition fees and/or related charges and costs to the University in order to obtain their living costs or circumvent any government regulation or restriction. The University is not able to act as a clearance account, and must abide by Australian money laundering laws. Excess payment amounts will be refunded to the original payer, or retained as credit for future tuition fees. Curtin University is not liable for any form of monetary loss due to, but not limited to, bank charges or fluctuating exchange rates.

### OVERSEAS STUDENT HEALTH COVER AND INCIDENTAL FEES

Students are to claim any refund of Overseas Student Health Cover (OSHC) directly from their OSHC provider. If you have not yet received your Allianz policy number you can contact [OSHCWorldcare@curtin.edu.au](mailto:OSHCWorldcare@curtin.edu.au). Any claims for refund for incidental fees must be sought directly from the appropriate School and/or Faculty.

### NOT FOR DEGREE ENROLMENT REFUND AGREEMENT

- If a unit is withdrawn before the commencement of the study period, the student is eligible for a full refund less a 10% administrative fee.
- If a unit is withdrawn after the commencement of the study period and prior to census date, the student is eligible for a 50% refund.
- If a unit is withdrawn after the census date, the student is not eligible for a refund.

### CENSUS DATES FOR COURSES OFFERED

For a list of the study periods for the Bentley Campus and of their respective Census dates, please visit: <http://students.curtin.edu.au/administration/dates/census.cfm>

For a list of the study periods for the Sydney Campus and of their respective Census dates, please visit: <http://sydney.curtin.edu.au/current-students/academic-calendar/>

### REQUEST FOR REVIEW

If a student disagrees with the outcome of an application for a refund, a written request for review may be submitted to the University. The request for review must contain information on circumstances not previously presented or considered in the original application, and should be accompanied by any relevant documentation supporting the basis of the request. Each request for review will be considered on its merits, in conjunction with the supporting documentation provided. The supporting documentation to be included should provide enough detail for the Manager to make an informed decision regarding the case for review.

### Western Australian Campuses

If a student is enrolled at any of the West Australian Curtin University campuses, the request for review may be submitted either by email, post or by hand delivery to the Student Administration and Fees (SAaF), Student Services, Building 101 level 2. The Request for Review should be addressed to the Manager, Student Administration and Fees, and be clearly marked Request for Review of Refund Application Outcome:



Manager, Student Administration and Fees  
Student Services, GPO Box U1987 Perth WA 6845  
Email: [studentrefunds@curtin.edu.au](mailto:studentrefunds@curtin.edu.au)

### Sydney Campus

If a student is enrolled at the Curtin University Sydney campus, a written request for review may be submitted either by post or by hand delivery to Curtin House, 39 Regent Street Chippendale NSW 2008. The Request for Review should be addressed to the Manager, Student Services Manager and be clearly marked Request for Review of Refund Application Outcome:



Manager, Student Services Manager  
Curtin University Sydney, 39 Regent  
Street Chippendale NSW 2008

**If a student is dissatisfied with the outcome or the conduct of the University's internal review process, they may raise their concerns with:**

### WA Campuses only - The Department of Education Services of Western Australia

The Department of Education Services of Western Australia provides an International Education Conciliation Service (IECS), which is a free and independent service that can assist in resolving problems between international students and their educational institutions. The International Education Conciliator can be contacted on (Tel) +61 8 9441 1900 (Fax) +61 8 9441 1901 or at (Email) [conciliation@des.wa.gov.au](mailto:conciliation@des.wa.gov.au).

### WA Campuses and the Sydney Campus - The Ombudsman, Western Australia

The Ombudsman, Western Australia, investigates complaints about Western Australian public authorities including State government agencies, statutory authorities, local governments and public universities. The ombudsman services are free to the public. The Ombudsman WA can be contacted on (Tel) +61 8 9220 7555 (Fax) +61 9220 7500 or (Email) [mail@ombudsman.wa.gov.au](mailto:mail@ombudsman.wa.gov.au).

#### IMPORTANT NOTES:

This agreement does not remove the right of the student to take further action under Australia's consumer protection laws. Tuition fees will be refunded in accordance with these agreements. Please note it is the student's responsibility to ensure, when requesting a refund, the appropriate withdrawal from a course/unit application has been lodged with the University. The University accepts no liability for any currency exchange fluctuation between the date the fee payments were received and the date the refund is paid, or for any bank charges relating to the refund.