



Student Fees and Refunds Policy

1. Purpose

- 1.1 The purpose of this policy is to provide guidance to prospective, commencing and continuing students regarding the circumstances under which students are eligible for fee refunds.
- 1.2 This Code of Conduct is fundamental to WSUIC's commitment to fostering a positive and ethical work environment where all staff are treated with respect and can perform their duties effectively. It defines the standards of conduct required by all WSUIC staff members.
- 1.3 This policy has been developed in line with requirements of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (2018, the Education Services of Overseas Students Act 2000 (ESOS Act 2000), the Higher Education Support Act (HESA) 2003 and the Higher Education Standards Framework (Threshold Standards) 2021.

2. Scope and Application

- 2.1 This policy applies to all students who intend to enrol in a course or units of study, or who are currently enrolled in units of study offered by Western Sydney University International College (WSUIC).

3. Definitions

- 3.1 **Census Date:** The official deadline for finalising enrolment for the teaching session including the payment of tuition fees.
- 3.2 **CoE:** Confirmation of Enrolment. The CoE provides evidence of a student's enrolment with a provider registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). The evidence is required before the Department of Home Affairs (DoHA) will issue a student visa. The CoE contains information about the Provider, agent (if involved), course and duration of study in which the student has enrolled.
- 3.3 **OSHC:** Overseas Student Health Cover.
- 3.4 **WSUIC:** Refers to Western Sydney University International College.

4. Policy Statement

- 4.1 WSUIC is committed to the value of fairness and accepts that in certain circumstances students will be entitled to a full or partial refund of course fees.
- 4.2 Once an applicant accepts a place offered by WSUIC and pays fees, a binding agreement is created between the student and WSUIC.



- 4.3 A student may cancel their enrolment in a unit or program at any point in time. Depending on the timing of that request, a student may be subject to a cancellation charge as outlined in the tables below. For the purpose of this policy, cancellation charges for withdrawal from a course will be based on term fees which are defined as one full-time term of study in any course at WSUIC. Notification of withdrawal from a course must be made in writing to WSUIC via submission of a completed Discontinuation or Break from Studies Form. These are to be completed in consultation with the WSUIC Student Services Team. The Refund Policy will take effect from the date on which WSUIC receives the completed refund application form along with all required supporting documentation.

5. Refund Requests and Cancellation Fees

- 5.1 All requests for refunds of fees must be made to Student Services using the Request for Fee Refund Form. The form must be submitted by the student with the required documentation, or in the event that the student does not have the capacity to do so, or is Under 18, by the student's parent or legal guardian.
- 5.2 The cancellation fee will be calculated as shown in Table 1 below. Where a student is entitled to a refund of fees under this policy, the refund will be paid within four (4) weeks of receiving the completed refund request form and all the supporting documents. Late payment and cancellation charges are non-refundable.

TABLE 1

Students are advised to refer to the WSU Student Fees Policy for information on the principal course deposit.



PRE-COMMENCEMENT
Visa Refusal
Students whose visa applications are refused before the start of their first term will receive a refund of all pre-paid fees, minus the lesser of \$500 or 5% of tuition fees paid for the preliminary program.
Withdrawal more than 4 weeks prior to commencement
A refund of 70% of the deposit amount will be issued if a student withdraws more than four weeks before the commencement of their first term, provided the student visa has not been granted or the visa application has been withdrawn. This refund is subject to a deduction of the lesser of \$500 or 5% of the tuition fees paid towards the preliminary program.
Withdrawal less than 4 weeks prior to commencement
A refund of 40% of the deposit amount will be issued if a student withdraws less than four weeks before the commencement of their first term, provided the student visa has not been granted or the visa application has been withdrawn. This refund is subject to a deduction of the lesser of \$500 or 5% of the tuition fees paid towards the preliminary program.
Admission Based on Fraudulent Information
No refund will be provided if a student's admission was obtained using fraudulent or misleading documents or information, or if a visa refusal resulted from the student's failure to provide information required by the Department of Home Affairs
POST COMMENCEMENT – FIRST TERM
Visa Refusal after Commencement
A 25% refund of the deposit amount, minus the lesser of \$500 or 5% of tuition fees paid toward the preliminary program, is available if the student's visa application is refused after the first term has commenced.
Withdrawal after Commencement but before Census Date
Students who withdraw after the commencement of their first term but before the Census Date are eligible for a 25% refund of the deposit amount. This refund is subject to a deduction of the lesser of \$500 or 5% of the tuition fees paid toward the preliminary program. This applies if the visa application is withdrawn or the student holds a visa facilitated by a WSUIC CoE.
Withdrawal after Census Date
There is no refund for students who hold a valid student visa and withdraw after the Census Date of their first term.
POST COMMENCEMENT – AFTER FIRST TERM
Withdrawal after Second Term Census Date
All fees paid will be refunded, minus a \$5,000 cancellation fee, if a student withdraws after the Census Date of their second term.
Withdrawal before Third Term Census Date:



All unused fees are refunded if a student withdraws prior to the Census Date of their third term
Failure to Re-enrol
No refund is provided if a student fails to re-enrol in a consecutive compulsory term without approved leave, leading to the cancellation of their CoE
Visa Cancellation or Exclusion
No refund is provided if a student's visa is cancelled by the Department of Home Affairs or if the student is excluded by WSUIC or WSU.
Transfer without Approved Release
There is no refund for students who transfer to another institution without an approved release
Fees in Credit
All unused fees will be refunded if a student has credit remaining after completing their program.

6. Exceptional Circumstances

- 6.1 A student whose cancellation of enrolment was due to exceptional circumstances can request that cancellation charges be waived or reduced, if applicable. Requests should outline the reasons for the withdrawal and include documentary evidence such as medical certificates to support the request. Requests must be made in writing within twelve months of the date of the withdrawal request.

7. Other Conditions

- 7.1 WSUIC reserves the right to withdraw a program or unit(s) from offer at its own discretion. If a student is unable to enrol in a similar program or unit(s) at WSUIC and the enrolment is cancelled, all fees paid will be refunded.
- 7.2 In the event of default by WSUIC as the provider, the provisions of the Education Services for Overseas Students (ESOS) Act 2000, Education Services for Overseas Students (ESOS) Regulations 2019 and the Higher Education Support Act (HESA) 2003 will apply. The refund will be paid to students within two weeks of the day on which the course ceased being provided. Alternatively, students may be offered enrolment in an alternative course by WSUIC at no extra cost. Students have the right to choose whether they would prefer a full refund of course fees, or to accept a place in another course.
- 7.3 If a student chooses placement in another course, they will be required to sign a document to indicate acceptance into the placement. If WSUIC is unable to provide a refund or place the student in an alternative course, they will be covered by the Tuition Protection Service (TPS). The TPS will attempt to place students in a suitable alternative course or, if this is not possible, students will be eligible for a refund. All refunds will be paid into the same account from which the payment was made to WSUIC. For more information, please visit <https://tps.gov.au>
- 7.4 Students who dispute WSUIC's decision regarding a refund can lodge an appeal under the Student Complaint Handling Policy to have the decision reviewed. This agreement, and the



availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

- 7.5 All refund payments will be made in Australian Dollars (AUD). Where it is necessary for WSUIC to convert the refund into a currency other than Australian dollars in order for the payment to be made, it will be converted using the exchange rate on the day the payment is made. WSUIC will not be responsible for fluctuations in exchange rates.
- 7.6 Refunds will be paid to the person who enters into the contract with WSUIC (normally the student), unless the person gives a written direction to WSUIC to pay the refund to another person. Payments received via credit card will be refunded to the originating credit card account.
- 7.7 A student who fails to re-enrol in a term by the last day to enrol will be deemed to have withdrawn from their program. Cancellation charges will be applied and effective from that date.
- 7.8 If a student wishes to defer enrolment until a later term, WSUIC will hold the fees paid until commencement, without penalty. Deferrals will only be accepted until the end of week 4, except where there is evidence of compassionate or compelling circumstances. Students who defer and then subsequently withdraw from the course and apply for a refund, will be subject to non-refundable amounts that would have applied based on their original application without deferment.
- 7.9 If a student is found to have provided false or misleading information at any time, WSUIC reserves the right to retain up to 100% of any fees paid. In the event that the student has enrolled, WSUIC may terminate that student's enrolment.
- 7.10 If WSUIC is unable to contact a former student to arrange the refund of an overpayment, the funds will be held for a maximum of six years, at which time the credit balance greater than \$100 will be transferred to Revenue NSW. Accounts with balances less than or equal to \$100 will be forfeited to WSUIC. Where WSUIC has passed the funds to the Revenue NSW, students are advised to access the Revenue NSW online search functionality from www.revenue.nsw.gov.au and make a claim to recover funds online.
- 7.11 Refund of OSHC premiums can only be considered in accordance with the refund policy of Allianz Global Assistance: <https://www.oshcallianzassistance.com.au/>. If any current student withdraws from their course, WSUIC will cancel their health cover from the date their CoE has been cancelled.
- 7.12 If part of a packaged program is provided by an external party the refunds relating to that part of a program will not be covered by this policy.
- 7.13 Any refund request which falls outside the Table will be referred to the College Director and Principal or their nominee, for consideration and a decision.



7.14 WSUIC may commence applicable disciplinary procedures if a person to whom this policy applies breaches this policy or any of its related procedures.

8. Quality and Compliance

- 8.1 This policy is reviewed periodically (at a minimum every two years) to ensure regulatory compliance, operational currency, the identification of continuous improvement opportunities and risk identification and mitigation. This review is reflected in WSUIC's Risk Management Framework.
- 8.2 This policy will be available on the WSUIC website for students and the WSUIC SharePoint site for staff access.
- 8.3 Emails will be issued to all staff to inform and update them on any changes to the policy and/or procedures and guidelines.
- 8.4 New staff will receive policy information during the induction process where it relates to their position.

9. Related Forms and Documents

9.1 This policy is to be read in conjunction with the documents below;

- WSUIC Request for Fee Refund Form
- WSU International Student Fees and Refund Agreement
- Discontinuation or Break from Studies Form

10. Related Policies, Procedures, Guidelines and Legislation

10.1 This policy was developed and reviewed to ensure consistency with the following policies, guidelines and legislation.

- POL 01 WSUIC Admissions Policy
- POL 07 WSUIC Enrolment Policy
- POL 08 WSUIC Academic Progress Policy
- POL 20 WSUIC Student Complaint Handling Policy



11. Amendment History

Approval Authority:	Western Sydney University International College Board of Directors
Policy Owners:	Executive Management Committee
Approval Date:	21 October 2016
Date for Next Review:	17 September 2027

Revision Date	Version	Summary of changes
21/10/2016	1	New Policy Developed and Implemented
21/11/2016	1.1	Removal of Legislative references from the beginning of the document and placement as Appendix A at the rear of the document; addition of Clause 2 (Scope), Clause 7 (Related Forms and Documents) and Clause 8 (Related P&P's, Guidelines and Legislation) and renumbering of clauses to address these additions
11/01/2016	1.2	Table 1: Visa Refusal. Change not fee to Lesser of A\$500 or 5% of unused tuition fees to match WSU International Student Fees and Refund Agreement effective 1 Jan 2017.
09/03/2018	1.3	Policy name change – Remove “International” as all students are international Replacement of Western Sydney University International College with WSUIC throughout document and inclusion in Definitions Updating of Legislation referenced to current Update of Table 1, to nominate census rather than Weeks 1 to 4 Clause 4.7.14 Updating of Office of State Revenue with Revenue NSW Addition of Clauses 5.2, 5.3 and 5.4 Clause 4.6.1 – fix typo Correct inconsistency between term and terms (remove term and replace with term)



Revision Date	Version	Summary of changes
14/04/2020	2.0	Addition of Clause 4.8: COVID-19 Special Temporary Conditions
23/06/2022	2.1	Amendments to the Table to provide transparency with addition of visa status and applicable deductions for Principal Course, aligned with Western Sydney University.
25/08/2022	2.2	Amendment to refund table.
02/05/2023	3.0	Removal of COVID-19 special conditions Addition of Clause 2 for continuing students in Table 1: Student fails to re-enrol in consecutive compulsory term without approved leave resulting in cancellation of CoE – No refund
17/09/2025	4	Policy document re formatted with amended numbering, to ensure consistency with WSUIC Policy documents Amendment to refund schedule for visa refusals - All pre-paid fees are refunded, minus the lesser of \$500 or 5% of tuition fees paid towards the preliminary program Amendment to refund table for clarity without changing the intent Updating form names to accurately reflect the naming convention on the website For both pre-commencement and post-commencement withdrawal scenarios, the refund will be reduced by the lesser of \$500 or 5% of the tuition fees paid for the preliminary program. The deposit refund will be 0% if the student's visa is refused due to their failure to provide required information to the Department of Home Affairs. New post-commencement scenarios have been added: If a student applies to withdraw before the Census Date of their third term in a WSUIC course, they will receive a refund of their unused fees. If a student transfers to another institution without an approved release, they will not be eligible for a refund.