

NEW INTERNATIONAL STUDENTS

For the purpose of this document, a **new International Student** is considered to be an overseas student who has accepted their offer 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	Travel Restricted Students; 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
10 weeks or greater before published start date	Full refund minus a \$500 administrative fee*	N/A	100% refund Administrative fees may apply in the case of a visa situation; refer to conditions below**	100% of the Letter of Offer deposit amount will be retained by the University.	N/A	N/A
Fewer than 10 weeks before published start date	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; refer to conditions below**	100% of the Letter of Offer deposit amount will be retained by the University.	N/A	N/A
Before census date	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; refer to conditions below**	100% of the Letter of Offer deposit amount will be retained by the University.	N/A	N/A
After census date	0% refund	Fee liability incurred.	Administrative fees may apply in the case of a visa situation; refer to conditions 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 document, 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
Before commencement date	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
Before census date	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 conditions below**	0% refund	100% refund of any credit on the student account.	N/A
After census date	0% refund	Fee liability incurred.	Administrative fees may apply in the case of a visa situation; please refer to conditions below**	0% refund	100% refund of any credit on the student account.	0% refund

LIVING COSTS

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 yet to receive your Bupa policy number, you can contact OSHC@curtin.edu.au. Any claims for refund of 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.
- after the commencement of the study period and prior to census date, the student is eligible for a 50% refund.
- 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 their respective Census dates, please visit:

<https://students.curtin.edu.au/essentials/academic-calendar/census>

PROCESS FOR CLAIMING A REFUND

Please refer to <https://students.curtin.edu.au/essentials/fees/refund-and-remission-of-fees> for information on how to apply for a refund.

Email completed applications to studentrefunds@curtin.edu.au or post to Student Finance & Statutory Reporting, Student Services, Curtin University, GPO Box U1987, Perth WA 6845.

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. The supporting documentation to be included should provide enough detail for the Manager to make an informed decision regarding the case for review. Each request for review will be considered on its merits, in conjunction with the supporting documentation provided.

The request for review may be submitted either by email or post to the Manager, Student Finance and Statutory Reporting, Student Services at studentrefunds@curtin.edu.au or GPO Box U1987, Perth WA 6845.

PROCESS FOR APPEAL

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

CONDITIONS

*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 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.

+ Where a student fails to comply with Curtin policy and regulatory requirements, for example maintaining attendance or submitting assignments, no refund will be granted for the current study period (block/semester) of the course.

Packaged Students

The deposit received for a package offer (AUD \$1,000) will offset fees in the second semester of studies. If a student does not continue the mainstream course or does not meet the conditions on their offer, the deposit (AUD \$1,000) will be non-refundable

IMPORTANT NOTES

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 further action under Australian Law if the Australian Consumer Law applies.

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.