

Refund of Student Fees Policy and Procedure



1 Purpose

To comply with the relevant legislation under which the University is bound and to ensure the University delivers a transparent, effective and efficient Student Fee refund process.

2 Scope

This policy applies to past Students, current Students and Applicants, their Authorised Representatives and/or Official Sponsors seeking a refund of Student Fees. The Refund of Student Fees Policy applies to all Tuition Fees, Student Contribution Amounts and Course Money received by the University, or a third party acting under contract on behalf of the University, and applies equally to Monies received either directly or indirectly from the Student.

This policy also applies to refunds relating to Miscellaneous Student Fees, Fines and Charges as defined, overseas health cover and credit balances on Student Accounts.

3 Policy Statement

Under the *Higher Education Support Act (2003)* (HESA) the University is listed as a Table A - “higher education provider” and therefore must comply with all the relevant sections of that Act. Further, the University as a “registered provider” under the *Education Services for Overseas Students Act (2000)* (ESOS Act) is bound by that Act and subsequent *Education Services for Overseas Students Regulations (2001)* and the *National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code)*. In addition the University, as a member of Universities Australia, is a signatory to the provisions of the *Code of Practice and Guidelines for Australian Universities - Provision of Education to International Students (April 2005)*.

Under the guidance and framework provided by these Acts, Regulations and Codes, the University will conduct all Student Fee refunds ethically, honestly and with fairness to all parties.

Unless as required under legislation, this Policy will be applied equally, in the context relevant to the circumstance, to all Students, past Students and Applicants of the University, including Students in Commonwealth Supported Places, Domestic Students and International Students (Section 19-D HESA and Part 2.1 AIP).

4 Principles

The University will:

- Ensure its Refund of Student Fees Policy is publicly available to all Students and Applicants.
- Ensure Students have an option to leave credit balances (excess payments after Census Date) on their Student Account to be applied against future liabilities the Student may incur with the University. (Part 43.11 AIP)
- Ensure International Students are given access to a copy of this Policy prior to accepting a place at the University under a Student Visa. (Standard 2 National Code).
- Enter into a written agreement with the International Student, concurrently with or prior to accepting Course Money from the Student, that contains information regarding refunds of Course Money. “This (written) agreement, and the availability of Complaints and Review of Decision processes, does not remove the right of the Student to take action under Australia's consumer protection laws.” (Standard 3 National Code)
- Include a clause in all Education Partner contracts (including Support Offices) regarding the refunding of Course Money received for a University Enrolment, to ensure the Education Partner's refund policy is consistent with this Policy and Universities Australia Code Section 73 Guidelines: Fee refunds.
- Through the Education Partner review process, ensure their refund practices are clearly stated and publicly available and meet the ESOS Act and National Code requirements.
- Develop and make publicly available Student Complaint Management and Review of Decision procedures for issues regarding Student Fee refunds.

5 Procedures

5.1 Grounds for a Refund and Establishing the Amount to be Refunded

5.1.1 Tuition Fees and/or Student Contribution Amounts

A Student is entitled to a refund of Tuition Fees and/or upfront Student Contribution Amounts under the following circumstances:

1. A Student, who withdraws their Enrolment in a Course before the last date to drop Courses in that Semester (Census Date), is eligible for a reversal of Student Fees and a full refund of Monies paid upfront for that Course, with the exception of an International Student in their first six months of on-campus study at the University, who requests a transfer to another registered provider. (*National Code*).
2. An International Student, in their first six months of on-campus study at the University, who requests a transfer to another registered provider must apply for a Letter of Release. Where the University grants a Letter of Release, before the last date to drop Courses in that Semester (Census Date), the International Student is eligible for a

reversal of Student Fees and a full refund of Monies paid upfront for their Course(s) in that Semester. Where the University grants a Letter of Release, after the last date to drop Courses in that Semester (Census Date) , the International Student is not eligible for a reversal of Student Fees or a refund of Monies paid upfront for their Course(s) in that Semester.

3. All Student Contribution Amounts must be made by the Student on or before Census Date for a Semester. (*HESA Section 93-15*). Where University records indicate a Student has made a payment after Census Date, the University cannot accept this payment, and will refund the Monies to the Student.
4. A Student who is granted “Withdrawal without Academic Penalty and with Fee Reversal” under Section 4.8 of the University's Enrolment Procedure is eligible for a reversal of Student Fees and a full refund of Monies paid upfront for that Course.
5. The offer of a place to a Student is withdrawn by the University or the University is unable to provide the Course or the Program. The Student is entitled to a full refund of Monies paid in advance for the Course or for Courses in that Program. (Parts 43.13 and 44.15 *AIP* and the *ESOS Act* subsection 27 (1) classified as “Provider Default”, *ESOS Regulations* Division 3.4 subregulation 3.19(1))
6. A Student fails to meet program progression rules in accordance with the Academic Standing, Progression and Exclusion Procedure and is thus not permitted to re-enrol. The Student is entitled to a full refund of Tuition Fees and/or upfront Student Contribution Amounts paid in advance of provision of Notice of Exclusion.
7. Withdrawal due to Compassionate and Compelling Circumstances in accordance with the Assessment of Compassionate and Compelling Circumstances Procedure has been accepted by the University.
8. An International Student who obtains Permanent Residency status on or prior to the Semester Census date, has provided certified documentary evidence of the residency change and is eligible, as a Commonwealth Supported student (*HESA* Division 36-5) to be charged the Student Contribution Amount or, if ineligible for Commonwealth support, is eligible to be charged the domestic tuition fee, will be entitled to a refund of the difference (if any) between Monies paid in advance of that semester as an International Student and those fees applying to a Domestic Student.
9. The University may refuse to provide or continue to provide a Program to a Student in one or more of the following circumstances:
 1. The Student, or their Official Sponsor, failed to pay an amount he or she was liable to pay the University, directly or indirectly, in order to undertake the Program;
 2. The Student breached a condition of his or her Student Visa (where applicable);
and

3. Misconduct by the Student in accordance with the University's policies on misconduct.

10. Domestic Students

1. Under HESA Division 169-15(3), where the withdrawal is effective on or before Census Date, the Student will be entitled to a full refund of a Student Contribution Amount and/or Tuition Fees paid on or before Census Date.

11. International Students

1. Under Standard 9 National Code the University will inform a Student of its intention to suspend or cancel their Enrolment and will provide Notice to the Student that he or she has 20 University Business Days to make a Complaint in accordance with the Student Complaint Management Procedure or request a Review of Decision in accordance with the Review of Decision Procedure (Standard 10 National Code).
2. Under the ESOS Act subsection 27 (2), such circumstances are classified as "Student Default" and the University reserves the right to subtract amounts from the Course Money paid in accordance with paragraph 29 (1) (b) of the Act, as detailed in the ESOS Regulations Division 3.4 subregulation 3.19(2):
 - i) administration expenses totalling no more than the lesser of:
 - \$250; and
 - 5% of the total amount of Course Money that the University received in respect of the Student for the Program before the default day;
 - ii) the part of expenses for travel, accommodation and other domestic services that cannot be offset by providing the services to someone else;
 - iii) the amount of compulsory union fees (if applicable);
 - iv) the cost of books, equipment and other materials needed for the Program;
 - v) the proportion of the Course Money that the University received in respect of the Student before the default day that is equal to the proportion of the Program that was provided to the Student before the default day.
12. Where the University gives a partial refund to a Student, their Authorised Representative or an Official Sponsor, the University will provide a statement on the method of calculation of the amount, including any fees and/or charges deducted.
13. Where an offer to an International Student was made on the basis of fraudulent documents or incomplete or incorrect disclosure, the University reserves the right to subtract amounts from Course Money paid not exceeding the administrative expenses listed in Section 9 (b) above.

5.1.2 No Refund - Tuition Fees and/or Student Contribution Amounts

Where a Student withdraws from a Course after the last date to drop Courses in that Semester (Census Date), and the withdraw is not subject to Compassionate and Compelling Circumstances (Division 104-30 HESA - Special Circumstances), a Student, their Authorised Representative or Official Sponsor will not be eligible for a refund of Tuition Fees or Student Contribution Amount for that Course.

5.1.3 Refund of Overseas Student Health Cover (OSHC)

A Student (or Official Sponsor) may apply for a refund of the paid but unexpired portion of their OSHC premium where the Student:

- paid their OSHC premium but did not come to Australia;
- could not/did not extend their Student Visa;
- returned to their home country before the end of their approved stay for reasons beyond their control;
- has completed their studies at the University and are returning home; or
- has been granted Permanent Resident status in Australia.

Where Monies for OSHC are held by the University, the refund will be processed by the University. Where the University has, under an agency agreement with the University's OSHC provider, transferred these Monies to the provider, the Student will apply directly to the provider for the applicable total or partial refund.

5.1.4 Refund of Miscellaneous Student Fees, Fines and Charges

A Student may be entitled to a full or partial refund of a University administrative fee, fine or charge where the service was not provided or the fee, fine or charge has been reversed. Requests for refunds of Miscellaneous Student Fees, Fines and Charges will, in the first instance, be addressed to the department or faculty that imposed the fee, fine or charge. Successful requests for refunds will be forwarded to Financial Services for processing. If a refund request is unsuccessful Notice will be provided to the Student, providing details of the Decision.

5.1.5 Refunds of Credit Balances on Student Accounts

A student may apply to Financial and Business Services for the refund of a credit balance on a Student Account where:

- A Student has ceased Enrolment at the University; and
- All Student Account balances relating to that Student have been satisfied in full.
- The overpayment was a genuine mistake (as evidenced in writing by a Student and University records).

5.1.6 Refund of USQ Bookshop Accounts and / or Sales and Charges

A Student, their Authorised Representative or Official Sponsor seeking the refund of a credit balance on a USQ Bookshop Debtor Account must apply in writing to the Bookshop Operator.

A Student, their Authorised Representative or Official Sponsor seeking a refund for a product return should apply to USQ Bookshop staff.

Detailed conditions, procedures and contact details relating to USQ Bookshop refunds are available at <https://bookshop.usq.edu.au>.

5.1.7 Refund of USQ Residential College Accounts and / or Fees and Charges

A Student, their Authorised Representative or Official Sponsor seeking a refund of USQ Residential College fees and charges will apply in writing to the Director (Residential Colleges). Detailed rules regarding refund eligibility criteria are available in the “Residential Colleges - Rules of Residency” at <https://www.usq.edu.au/accommodation>

5.2 Requesting a Refund

All requests for Student refunds must be made in writing.

5.2.1 Domestic Students

Students will address their request to:

Financial Services
University of Southern Queensland
Toowoomba Qld 4350

Or via email to debtors@usq.edu.au

Or complete a Refund Request Form A, in person, available from the Cashier, Financial Services, J Block, Toowoomba Campus.

Financial Services Employees may require proof of identity at the time of processing the refund. This will be a series of short questions relating to the Student's University Admission and/or Enrolment details.

5.2.2 International Students (not holding a Student Visa) who have paid their Monies directly to USQ

Students will address their request to:

Financial Services
University of Southern Queensland
Toowoomba Qld 4350

Or via Email: debtors@usq.edu.au; or

Or complete a Refund Request Form A, in person, available from the Cashier, Financial Services, J Block, Toowoomba Campus.

Financial Services staff may require proof of identity at the time of processing the refund. This will be a series of short questions relating to the Student's University Admission and/or Enrolment details.

5.2.3 International Students studying on-campus (holding a Student Visa)

All International Students (holding a Student Visa) will complete a "Request for Refund Form B".

- Commencing Students in their first six months of study will address their request to the Executive Director, (USQ International and Development), (Standard 7 *National Code*).

Email: loadmissions@usq.edu.au; or

Complete Refund Request Form B, in person, available from the Reception Counter, Y Block, Toowoomba Campus

- Students who have completed their first six months of study will address their request to the Associate Director (Student Support and Retention).

Email: usgsupport@usq.edu.au; or

Complete a Refund Request Form B, in person, available from the Reception Counter, B Block, Toowoomba Campus

Under Section 88 of Universities Australia Code of Practice and Guidelines for Australian Universities - Provision of Education to International Students (April 2005) refunds "will be made in the Student's home country except in exceptional circumstances."

5.2.4 Students supported by Official Sponsors

Where a Student has been Admitted to the University under a formal Official Sponsorship agreement with the University, and University records indicate the Monies were paid by the Official Sponsor, refunds of these Monies will be payable to the Official Sponsor.

Official Sponsors will address their request to:

Financial Services
University of Southern Queensland
Toowoomba Qld 4350

Email: debtors@usq.edu.au

5.2.5 International Students studying via an Education Partner

Students who have paid their fees to an Educational Partner are directed, in the first instance, to apply for their refund directly from the Educational Partner.

An Educational Partner will provide to a Student, a copy of their refund requirements, prior to accepting the Student Monies (Refer Section 5.6 below).

1. A Student may authorise the University, in writing, to refund the Monies to a third party where:
 1. The third party was the original payee of the Monies, as confirmed by University records; or
 2. The Student is transferring to another recognised educational institution in Australia; or
 3. The Student applies to the Associate Director (Finance) setting out the reasons for the third party payment.

Where the University refunds the Monies to a third party, as instructed by the Student, the University will consider this as full and final settlement of the refund to the Student.

The University reserves the right to offset a credit balance on a Student Account against a debit balance in another account held in the same Student name, prior to processing a refund request.

5.3 Refund Processing Times

All refunds will be paid within 10 University Business Days of Financial Services receiving a fully completed and signed written request for a refund, with the exception of refunds defined under the ESOS Act subsection 27 (1) and (2), as detailed below.

Refunds assessed as “Provider Default” will be paid within 10 University Business Days of the notification of the default by the University, subject to a Student providing information in accordance with this Policy to enable the processing of the refund. (ESOS Act subsection 27 (1))

Refunds assessed as “Student Default” will be paid within 20 University Business Days of receiving a Student's written request, subject to a Student providing information in accordance with this Policy to enable the processing of the refund. (ESOS Act subsection 27 (2))

5.4 Refund Payment Methods

The University will apply the following methods of refund:

1. Where the original Monies were received by the University via a current credit card the refund will be credited back against the originating credit card.
2. Where the original Monies were received by the University via cash, cheque, money order, debit card, Bpay, AustPost Billpay, UConnect payments, Australian bank transfer, international bank transfer or international bank draft, the refund will be via a University Australian cheque, EFT, international bank draft or international bank transfer, as appropriate.
3. Cash or debit cards accepted for cash sales at the USQ Bookshop or USQ Library may be refunded via cash or an EFT reversal.

Exceptions to these methods must be approved in writing by the Associate Director (Finance), Financial Services.

It is not permissible to transfer Monies directly from a Student's Account to that of another Student.

5.5 Refund Currency and Bank Charges

1. All credit card refunds will be processed in AUD.
2. All other refunds will normally be in AUD unless a Student specifically requests the refund in a currency other than AUD.

Under Section 88 of Universities Australia Code of Practice and Guidelines for Australian Universities - Provision of Education to International Students (April 2005) “refunds should be reimbursed in the same currency as the fees were originally paid and will be made in the Student's home country except in exceptional circumstances.”

Where a Student or their Authorised Representative indicates a preferred currency other

than AUD, the University will convert the AUD equivalent on the day of transfer, at the rate offered by the University's supplier of foreign currency. The Student accepts this rate of conversion by their signature on the refund application form.

Where the University is unable to transfer AUD or the Student or their Authorised Representative's preferred currency to the country due to international banking limitations or where the cost of the transfer would result in excessive international bank charges for either party, the University will select the most appropriate foreign currency. The Student or their Authorised Representative accepts this currency by their signature on their refund application.

3. The University will carry all bank charges or deductions imposed by the actions of the bankers engaged by the University to make the refund payment or transfer including the University's nominated supplier of foreign currency.
4. The Student or their Authorised Representative will carry all bank charges or deductions imposed by or arising from the actions of the bankers nominated by the Student to receive the payment or transfer.
5. Where a Student or their Authorised Representative has nominated a third party as the refund beneficiary the Student, their Authorised Representative and/or the third party will carry all bank charges or deductions imposed by or arising from the actions of the bankers nominated by the Student, their Authorised Representative and/or third party to receive the payment or transfer.
6. Where an Official Sponsor is the refund beneficiary, the Official Sponsor will carry all bank charges or deductions imposed by or arising from the actions of the bankers nominated by the Official Sponsor to receive the payment or transfer.

5.6 Refunds to Students Studying via an Educational Partnership Arrangement

Reference to this Refund of Student Fees Policy and any applicable Educational Partnership refund processes, will be reflected in the Student's Letter of Offer and Acceptance of Offer at the time of Admission to the University, when studying via an Educational Partner.

Students studying via an Educational Partnership arrangement, where the Student is required to pay their Student Fees directly to the Educational Partner, will seek Student Fee refunds directly from that Educational Partner.

The Educational Partner will:

- Develop refund procedures consistent with this Policy; and
- Deal with all Student refunds promptly ethically, honestly and with fairness to all parties.

In exceptional circumstances the Director (Financial Reporting and Budgets) may approve, in writing, the refund of the 'net credit of Monies received' by the University from the Educational Partner on behalf of the Student.

Students studying via an Educational Partner arrangement, where the Student is required to pay their Monies directly to the University, and does so, will be refunded those Monies by the University in accordance with the procedures in this Policy.

5.7 Review of Decision

A Student, their Authorised Representative or an Official Sponsor may request a Review of Decision in relation to a Student Fee refund where the Student or an Official Sponsor considers that the University has not assessed or processed the refund request in accordance with this Policy, or not all relevant information was taken into account when the refund was assessed.

Where the Student, their Authorised Representative or Official Sponsor is not satisfied with the attempt at informal resolution, or is uncomfortable with attempting an informal resolution the Student, Authorised Representative or Official Sponsor may lodge a formal request for a Review of Decision in accordance with the University's Review of Decision Procedure.

A Student may also Appeal against a University Decision that may have impacted on the application of this Policy in accordance with the relevant Academic or Non-Academic Appeal Procedure.

The University's resolution processes, including the Academic Appeal Procedure, Non-Academic Appeal Procedure and the Review of Decision Procedure do not circumscribe a Student's right to pursue other remedies.

Where a Student agrees to the terms of this Policy, such agreement, and the availability of Complaints, Appeals and Review of Decision processes, does not remove the right of the Student (or Official Sponsor) to take further action under Australia's consumer protection laws.

6 References

- Administrative information for higher education providers: student support (AIP)
- *Education Services for Overseas Students Act (2000)* (ESOS Act)
- *Education Services for Overseas Students Regulations (2001)* (ESOS Regulations)
- *Higher Education Support Act (2003)* (HESA)
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code)
- Universities Australia Code of Practice and Guidelines for Australian Universities -

7 Schedules

This policy must be read in conjunction with its subordinate schedules as provided in the table below.

8 Policy Information

Subordinate Schedules	
Accountable Officer	Head (Students and Communities)
Policy Type	Executive Policy
Approved Date	8/9/2015
Effective Date	8/9/2015
Review Date	
Relevant Legislation	Administrative information for higher education providers: student support (AIP) Education Services for Overseas Students Act 2000 (ESOS Act) Education Services for Overseas Students Regulations 2001 (ESOS Regulations) Higher Education Support Act 2003 (HESA) National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code) Universities Australia Code of Practice and Guidelines for Australian Universities - Provision of Education to International Students (April 2005) (Universities Australia Code)
Related Policies	Admissions Policy Enrolment Policy Student Complaint and Appeal Policy
Related Procedures	Academic Appeal Procedure

	<p>Assessment of Compassionate and Compelling Circumstances Procedure</p> <p>Enrolment Procedure</p> <p>Non-Academic Appeal Procedure</p> <p>Review of Decision Procedure</p> <p>Student Authority to Act Procedure</p> <p>Student Complaint Management Procedure</p> <p>Transfer Between Providers Procedure</p>
<p>Related forms, publications and websites</p>	<p>Request for Refund Form A</p> <p>Request for Refund Form B</p> <p>Student Complaints and Appeals Management System</p>
<p>Definitions</p>	<p>Terms defined in the Definitions Dictionary</p> <p>Academic Appeal</p> <p>A formal, written request made by a Student to the Academic Appeals Committee to have a Decision, in relation to an academic matter, overturned.</p> <p>Admission</p> <p>The process of submission and assessment of applications for entry to study at the University.</p> <p>Appeal</p> <p>A formal, written request made by a Student or Employee to a higher authority to have a Decision overturned.</p> <p>Applicant</p> <p>A person who applies for any program or Course of study offered by the University whether the application is made through the Queensland Tertiary Admission Centre (QTAC) or directly to the University.</p> <p>Authorised Representative</p> <p>A representative who has been authorised to represent or act on</p>

behalf of a Student and acknowledged as such by the University in writing and in compliance with relevant University policy.

[Census Date](#)

The date on which the Student's enrolment related requirements must be finalised in line with the University's important dates. A Higher Education Provider must, for each unit of study it provides or proposes to provide during a year, determine for that year, a particular date to be the Census Date for the unit. Students are responsible for meeting the University's Census Date deadline and must check that all enrolment and payment details are correct on or before the Census Date.

[Compassionate and Compelling Circumstances](#)

Circumstances that are generally beyond a Student's control. These circumstances have an impact on a Student's wellbeing and/or on their ability to progress in their Courses or program.

[Complaint](#)

An expression of dissatisfaction made in relation to an action, Decision or omission within the responsibility and control of the University, a University Member or a Student, where a response or resolution process is expected wherever possible.

[Course](#)

The basic unit of study and assessment for which a Student may be awarded a grade, and may accumulate credit units towards completion of a Program.

[Decision](#)

A determination made by an Employee, contractor or other authorised delegate in the course of their duties on behalf of the University.

[Domestic Student](#)

A Student who is an Australian citizen, a New Zealand citizen, an Australian Permanent Resident or the holder of an Australian permanent humanitarian visa.

[Enrolment](#)

The process of admitting Students to one or more Courses for the current Academic Year.

[Exclusion](#)

Prohibition from enrolling in a Course or a program for a specified period.

[International Student](#)

A Student who is not an Australian citizen, a New Zealand citizen, an Australian Permanent Resident or the holder of an Australian permanent humanitarian visa.

[Notice](#)

A Notice from the University is a document, whether physical or electronic. A Notice may be given by hand to the addressee or delivered to the address provided by the addressee to the University; or sent by registered or pre-paid mail to the address provided by the addressee to the University; or sent by electronic communication to the University-issued email account provided by the University to a Student during the period of Enrolment until the completion of their program; or sent by electronic communication to the email address provided to the University by an addressee not enrolled at the University. A Notice is taken to be received if: given by hand to the addressee or delivered to the address provided to the University by the addressee; or sent by registered or pre-paid mail - three University Business Days after the date of posting; or sent by electronic communication - at the time that would be the time of receipt under the *Electronic Transactions Act 1999* or its succeeding legislation. A Notice that would be deemed to have been received out of business hours or on a non-University Business Day will instead be deemed received on the next University Business Day.

[Official Sponsor](#)

A third party or entity, located either within Australia or overseas, who has formally contracted with the University to accept debts on behalf of a Student, and therefore make payments and receive refunds on behalf of a Student.

[Review of Decision](#)

A merits review of a Decision made by the University in relation to a Student matter where the relevant policy or procedure relating to the matter allows for a review of Decision. The Review of Decision will be undertaken in accordance with the Review of Decision Procedure.

[Semester](#)

The period of time during which instruction is provided, learning is undertaken and Assessment is carried out. There are three periods during an Academic Year known consecutively as Semester 1, Semester 2 and Semester 3.

[Student Contribution Amount](#)

The student contribution that a Commonwealth supported Student pays for a specific course of study.

[Student](#)

A person who has been Admitted or Enrolled at the University, but has not yet graduated from their Academic Program.

[University](#)

The term 'University' or 'USQ' means the University of Southern Queensland.

[University Business Days](#)

The days of Monday to Friday inclusive between 9am and 5pm Australian Eastern Standard Time (AEST), with the exclusion of gazetted Public Holidays for the relevant campus location, plus the closure of the University between 25 December and 1 January in the following year inclusive as specified in the USQ Enterprise Agreement, as well as any closure of the University either at one or several campuses in accordance with a direction of the Crisis Management Team.

Definitions that relate to this policy only

AUD

Australian Dollar.

Course Money

As defined in Section 7 of the ESOS Act and includes money received by the University for tuition fees, overseas health cover and any other amount the student had to pay the University to undertake the program, and was paid either directly by the student or a third party paying the money on the student's behalf.

Educational Partner

As defined in Universities Australia Code of Practice and Guidelines for Australian Universities - Provision of Education to International

Students (April 2005) and means a person or entity (such as another university or private provider) with whom the University has an agreement for the delivery of education services. The partner may be located in Australia or in another country and the study may be taken onshore, offshore or by distance education.

Miscellaneous Student Fees, Fines and Charges

Approved University fees, fines and charges not directly related to a student's enrolment, but relating to the provision of services by the University to a student. Examples included, USQ Residential College Fees, USQ Library Fees and Fines, Academic Transcripts, Extension to Pay fees and Student Loan repayments.

Monies

Monies include current mediums of exchange and/or generally accepted forms of payment for current debts. Examples include, but are not limited to, cash (Australian notes and coins), cheques, money orders, international drafts, EFTPOS transactions, credit (or debit) card transactions, domestic and international bank transfers.

OSHC / Overseas Student Health Cover

A basic health insurance policy, from a registered health insurance organisation, held by an International Student, who is studying or intending to study on-campus in Australia.

Student Account

Is a Student debtor record maintained by the University, in accordance with standard accounting practices, and includes upfront Student Contributions (HECS), Tuition, Miscellaneous (Library and General Charges), OSHC and Student Loans, USQ Bookshop Accounts and USQ Residential College Accounts.

Student Fee (s)

Includes, Course Monies, Tuition Fees, Student Contribution Amounts, overseas health cover and Miscellaneous Student Fees, Fines and Charges as defined above.

Student Visa

An authorisation permitting people who are not Australian citizens or permanent residents to come to Australia for the primary purpose of studying in Australia as defined by the *Migration Act (1958)*.

	<p>Tuition Fees</p> <p>As defined by the University's Guidelines on definitions:-</p> <p>Fees charged to non-Commonwealth supported students for enrolment in a course and include fees charged for undergraduate, postgraduate, enabling and non-award studies.</p> <p>UConnect</p> <p>USQ Portal available to staff and students of the University.</p>
Keywords	Refund, Student Fee Refunds, Tuition Fee Refunds, Student Contribution Refunds, Education Partner Refunds, Official Sponsor Refunds, OSHC Refunds, Bookshop Refunds, Residential Colleges Refunds
Record No	13/431PL