## FEES POLICY

<table>
<thead>
<tr>
<th>Date approved:</th>
<th>22 June 2012</th>
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<th>Date of Next Review:</th>
<th>June 2015</th>
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<tbody>
<tr>
<td>Approved by:</td>
<td>University Council</td>
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<tr>
<td>Custodian title &amp; e-mail address:</td>
<td>Senior Manager, Client Service</td>
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<tr>
<td>Author:</td>
<td>Student Fees and Compliance Manager, Client Service, Academic Registrar’s Division</td>
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<tr>
<td>Responsible Faculty/Division &amp; Unit:</td>
<td>Client Service, Academic Registrar’s Division</td>
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</tbody>
</table>
| Supporting documents, procedures & forms of this policy: | Administrative Charges Schedule  
International Student Application for Refund of Fees Form  
Application for Refund of Domestic Tuition Fees in Exceptional Circumstances  
Tuition Fee Instalment Plan Contract |                               |              |                      |           |
| References & Legislation: | Student Charges Schedule  
Student Services and Amenities Charge Schedule  
SA-HELP Study Assist Website  
Tuition Fee Instalment Plan Information  
Higher Education Support Act 2003  
Student Contribution Bands  
Student Contributions Amounts and Tuition Fees for Enabling, Non-Award and Cross-Institutional Courses for Domestic Students page  
Student Payment Options page  
UOW Delegations Policy  
National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007  
Education Services to Overseas Students Act 2000  
International Tuition Fees Page  
Study Abroad Costs Website  
Visiting Research Student Application Form  
Student Conduct Rules and Associated Procedures |                               |              |                      |           |
| Audience:     | Public – accessible to anyone |                               |              |                      |           |
| Expiry date of policy (if applicable): | Not applicable |                               |              |                      |           |
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1 Purpose of Policy

1. The purpose of this policy is to provide transparency for University of Wollongong (UOW) students in the application and administration of fees and charges, including refunds.

2 Definitions

<table>
<thead>
<tr>
<th>Word/Term</th>
<th>Definition (with examples if required)</th>
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</thead>
<tbody>
<tr>
<td>AusAid Student</td>
<td>A student with an approved AusAid scholarship.</td>
</tr>
<tr>
<td>Census date</td>
<td>The date the financial liability for subjects is set and tuition fee is due.</td>
</tr>
<tr>
<td>Commonwealth Assistance Notice</td>
<td>A statement of information outlining enrolment, HELP debt and/or student contribution amounts for Commonwealth Assisted Students.</td>
</tr>
<tr>
<td>Commonwealth Supported Place</td>
<td>A place in a course of study for which the tuition fees are substantially subsidised by the Australian Government, so that students only pay 'student contribution' amounts for their units of study.</td>
</tr>
<tr>
<td>Commonwealth supported student (CSS)</td>
<td>A domestic student whose enrolment is partially funded by the Australian government.</td>
</tr>
<tr>
<td>Commonwealth assisted student (CAS)</td>
<td>An eligible domestic student who accesses a HELP loan to pay their subject charges.</td>
</tr>
<tr>
<td>Credit point</td>
<td>The value attached to a subject that indicates the study load.</td>
</tr>
<tr>
<td>Deferment</td>
<td>A student with an unconditional offer requesting to postpone the commencement of study to a later session.</td>
</tr>
<tr>
<td>Domestic student</td>
<td>An Australian Citizen, Australian Permanent Resident or a New Zealand Citizen.</td>
</tr>
<tr>
<td>Equivalent full-time study load (EFTSL)</td>
<td>EFTSL values calculated for each subject based on what fraction of a standard full time load the subject represents.</td>
</tr>
<tr>
<td>Full fee paying student</td>
<td>A student studying in a non-Commonwealth supported place.</td>
</tr>
<tr>
<td>Full time study load</td>
<td>Standard full time study load for a particular course.</td>
</tr>
<tr>
<td>HDR Student</td>
<td>Higher Degree Research Student. A student studying a PhD or Masters by Research course.</td>
</tr>
<tr>
<td>HELP loans</td>
<td>HECS-HELP is a loan available to eligible domestic students enrolled in Commonwealth supported places. A HECS-HELP loan will cover all or part of the student contribution amount. FEE-HELP is a loan given to eligible domestic fee-paying students to help pay part or all of their tuition fees.</td>
</tr>
<tr>
<td>Indexation</td>
<td>The automatic adjustment of a student's HELP debt to a cost-of-living index, so that the balance is adjusted in accordance with the rate of inflation.</td>
</tr>
<tr>
<td>International</td>
<td>An international institution which has an agreement with UOW to send and receive</td>
</tr>
<tr>
<td>Exchange Partner</td>
<td>students on study abroad programs.</td>
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<td>---------------------------</td>
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</tr>
<tr>
<td>International or overseas student</td>
<td>A student who is not a domestic student. This includes students on temporary residence visas.</td>
</tr>
<tr>
<td>Remission</td>
<td>A process of removing an incurred HELP loan debt from the Australian Government.</td>
</tr>
<tr>
<td>Study Period</td>
<td>Defined period of study per subject.</td>
</tr>
<tr>
<td>Sponsor</td>
<td>A third party who pays the fees and charges on behalf of the student and has a formal sponsorship agreement with the University.</td>
</tr>
<tr>
<td>Sponsored student</td>
<td>A student for whom fees and charges are paid by a third party under a formal sponsorship agreement with the University.</td>
</tr>
<tr>
<td>Student contribution amounts</td>
<td>The amount of tuition fees a Commonwealth supported student has to pay to UOW.</td>
</tr>
<tr>
<td>Student online services (SOLS)</td>
<td>SOLS is the official enrolment system of the University of Wollongong. It is a web based system that enables a student to self-manage their enrolment. The system also allows the student to update their personal details, manage fees, apply for academic consideration, check assignment and final results and receive important messages from the University.</td>
</tr>
<tr>
<td>SSAF (Student Services and Amenities Fee)</td>
<td>The Student Services and Amenities Fee (SSAF) is calculated and charged progressively for each study period, based on enrolment (mode and study load) within a calendar year.</td>
</tr>
<tr>
<td>Tuition Fee Deposit</td>
<td>Portion of tuition fees, as outlined in an offer letter, paid by an international student prior to enrolment in a new course of study.</td>
</tr>
<tr>
<td>UOW</td>
<td>University of Wollongong</td>
</tr>
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3 Application & Scope - Exclusions or Special Conditions

1. The Fees Policy applies to all UOW students unless otherwise stated.
2. The Fees Policy excludes:
   a. UOW Accommodation Services fees and charges except for clause 4.14 of the policy
   b. UOW Faculties fees and charges except for clause 4.14 of the policy
   c. UOW Library charges except for clause 4.14 of the policy
   d. UOW Dubai fees and charges except for Commonwealth Supported / Assisted Students (CSS/CAS)
   e. UOW College fees and charges except for clause 4.14 of the policy
   f. Offshore programs with UOW partner institutions except for section 10 of the policy
   g. Overseas Health Cover Fees
3. The policy contains general conditions (section 4) applying to both international and domestic students, and separate domestic sections (section 5 & 6) and international sections (section 7 & 8) to ensure compliance due to differing legislations.
4. All dollar amounts referred to in the Policy are in Australian Dollars, unless otherwise specified.
5. Students should seek clarification on any aspects of this policy prior to accepting an offer of admission. Assistance, including assistance for students from non-English speaking backgrounds, is available by contacting UOW.
4 General Conditions (all students)

1. Up-to-date fees and charges information is made available to students online in the Student Online System (SOLS) and is available at all times to current students, and updated every 24 hours. SOLS is used by UOW to communicate important information and should be accessed by current students at least once per week. Failure to do this may result in failure to receive important information (e.g. Fee information).

2. Where a student remains enrolled in subject/s beyond the census date, they are financially liable for payment of the subject/s.

3. The oldest fee/charge due date will receive the first allocation of any payment made by a student.

4. Other fees and charges may apply as outlined in the student charges schedule available on the UOW website.

Student Services and Amenities Fee

5. Students may be liable for a Student Services and Amenities Fee (SSAF), as per the schedule available on the UOW website.

6. Eligible students may be able to access an SA-HELP Loan to defer all or part of their Student Services and Amenities Fee, in line with eligibility requirements outlined on the Department of Education Study Assist Website.

7. Payment arrangements for the Student Services and Amenities Fee must be finalised by the payment date. Students wishing to defer the Student Services and Amenities Fee to an SA-HELP Loan must complete a Request for SA-HELP form and provide their tax file number by the payment due date of the fee.

8. Students who are liable for a SSAF and remain enrolled in a subject or subjects after the census date of the study period will be financially liable for the Student Services and Amenities Fee for that study period.

9. After the payment date (census date) of each study period, no refunds will be offered for SSAF. There is no capacity under the Higher Education Support Act 2003 for a provider to remit an SA-HELP debt incurred by a student.

Tuition Fee Instalment Plans

10. UOW recognises that some students may experience difficulty paying full tuition fees by the census date. Students meeting eligibility requirements are able to access a Tuition Fee Instalment Plan.

11. Eligibility conditions are outlined on the Tuition Fee Instalment Plan page on the University website.

12. The Tuition Fee Instalment Plan applies to tuition fees only and incurs a non-refundable administration fee.

13. Students approved to undertake a Tuition Fee Instalment Plan are required to complete a Tuition Fee Instalment Plan Contract and are bound by its terms and conditions.
Penalties for Non Payment

14. Where a student has an overdue debt to UOW, the University may, at its discretion, apply a range of penalties, including:
   a. Cancellation of enrolment as outlined in clauses 5.28 to 5.32 (Domestic) and Section 7.12 to 7.15 (International).
      i. The loss of insurance cover under UOW’s liability insurance for attending classes and/or examinations.
      ii. Barring enrolment in the current or any subsequent sessions
      iii. Withdrawing access to UOW services and facilities (email, library, etc).
   b. Withholding release of official credentials and/or documentation.
   c. Withholding release of examination results.
   d. Exclusion from degree conferral/graduation.
   e. Application of late fees.
   f. Employment of a debt collection agency to recover outstanding debt.

5 Domestic Students

1. Tuition fees for Domestic Students are governed by the Higher Education Support Act (HESA) 2003.

Tuition Fees for Commonwealth Supported Students

2. Students who are admitted to a program of study leading to an award of the University may be admitted to a Commonwealth Supported Place. This means that the student is required to make a contribution to the cost of their education in the form of a Student Contribution.

3. Eligibility for Commonwealth Support is determined by the Higher Education Support Act (HESA) 2003, and the availability of Commonwealth Supported Places in a course of study with UOW.

4. Students approved for a Commonwealth Supported Place must complete a Request for Commonwealth Assistance Form.

5. Under the Higher Education Support Act, domestic students are not eligible for Commonwealth support or assistance for subjects enrolled after the census date if the reason for late enrolment is student error. In these cases Commonwealth supported students will only be able to enrol in subjects on a full fee paying basis. For courses where there are no full fee paying places offered (e.g. Undergraduate courses), students will be required to enrol on a non-award basis and pay the non-award fees upfront. Non-Commonwealth supported (full fee paying) students will be required to pay the relevant tuition fees upfront.

6. UOW sets tuition fees for Commonwealth Supported students in accordance with published Student Contribution Bands which outlines the maximum amounts chargeable for units of study within specific disciplines.

7. Student Contributions Bands are reviewed annually by the Australian Government and subject to change.

8. The amount which a Commonwealth Supported student is required to pay as their Student Contribution for each study period is determined by the student’s subject enrolment at the census date.

9. Students who transfer from one course to another; including change in mode of delivery and campus/study location, may lose their Commonwealth Supported Place.
Tuition Fees for Full Fee Paying Students

10. Students who are admitted to a program of study leading to an award of the University may be admitted on a domestic full fee paying basis under the following conditions:
   a. They can demonstrate their citizenship status and;
   b. They satisfy eligibility requirements as outlined in the Higher Education Support Act (HESA) 2003 and;
   c. Are studying in a course with UOW which is not being offered as Commonwealth Supported or;
   d. Are studying in a course with UOW for which all Commonwealth Supported places have been filled or;
   e. Have not applied for or been granted a Commonwealth Supported Place.

11. The tuition fees are charged per credit point according to the approved tuition fees for the student’s program of study, and the student’s enrolment in the study period at the census date.

12. Tuition fees are subject to annual review, and a commencing student’s first study period tuition fee rate will be dependent on the approved tuition fees current at the time their offer was issued.

13. Changes to tuition fees may occur through:
   a. Deferments of offers or;
   b. Transfer from one course to another, including change in mode of delivery and campus/study location.
   c. Changes to tuition fee rates for the student’s course of study

14. A late payment fee may be charged if tuition fees are not paid in full by the census date.

Tuition Fees for Domestic Higher Degree Research Students

15. All higher degree research students who are Australian Citizens, Permanent Humanitarian Visa Holders, New Zealand Citizens or Permanent Residents are allocated a place under the Australian Government Research Training Scheme and are exempt from paying tuition fees for the duration of their degree, except for students who have exceeded their course time limits.

16. Students who have exceeded their course time limits are currently exempted from tuition fees. However the University has the right to amend this exemption rule if it sees fit. Should this rule be amended students will be given adequate notice of a change to their fee commitments.

Tuition Fees for Non-Award Subjects

17. A domestic student may be admitted to study subjects on a non-award basis in accordance with the conditions outlined in the Higher Education Support Act (HESA) 2003.

18. Rates for non-award tuition fees are published on the Student Contributions Amounts and Tuition Fees for Enabling, Non-Award and Cross-Institutional Courses for Domestic Students page on the University website.

19. Tuition fees for non-award enrolments are charged on a per credit point basis, according to the student’s enrolment in the study period at the census date, and are due by the census date.

20. A late payment fee may be charged if tuition fees are not paid in full by the census date.
Payment Options

21. Payment arrangements must be finalised by each study period census date.

22. In accordance with the Higher Education Support Act (HESA) 2003, Eligible Domestic Students may be eligible to apply for a HECS-HELP or FEE-HELP Loan to defer all or part of their tuition fees.

23. Any portion of tuition fees not being deferred to a HELP Loan must be paid to UOW by the census date, except where a student has been approved for a Tuition Fee Instalment Plan as per clauses 4.10 to 4.13.

24. Approved payment options for upfront payments to UOW are available at the Student Payment Options page on the University website.

Commonwealth Assistance Notice

25. UOW will issue a Commonwealth Assistance Notice (CAN) to Commonwealth Assisted students for each study period.

26. A student’s CAN is available via SOLS no later than 28 days after the relevant study period census date.

27. Students have 14 days from the date of issue of the CAN to advise the University if they believe that there is an error in the CAN. UOW will issue an amended CAN if investigations confirm that it is erroneous.

Cancellation of Enrolment

28. A Domestic Student may have their enrolment cancelled if:
   a. They are a Commonwealth Supported student and fail to complete a Request for Commonwealth Assistance Form by the census date or;
   b. They have selected to defer fees to a HELP Loan and fail to provide their valid Tax File Number or Certificate of Application for a Tax File Number by the census date or;
   c. They fail to make the required tuition fee payment by the census date.

29. Students who are cancelled are removed from all currently enrolled subjects in all active sessions.

30. A student whose enrolment has been cancelled may be reinstated if, within 10 working days, they meet requirements as outlined in clause 5.27, and pay any associated late and reinstatement charges.

31. Students who fail to reinstate within the timeframe specified in clause 5.29 will not be permitted to reinstate into the course of study from which they were cancelled.

32. Reinstatement charges are non-refundable under any circumstances.

6 Refunds and Remission of HELP Debt for Domestic Students

1. Where a student withdraws from an enrolled subject prior to the census date, they will not incur a charge or HELP Loan for the subject. Subject withdrawal must be officially recorded with UOW. Students are eligible for a refund of any unallocated credit in this instance.

2. Students are entitled to a refund of any credit remaining in their account which has not been allocated to subjects or charges which have passed census or due date.
3. Where a student has unallocated credit in their account for which they are eligible for a refund, UOW will attempt to refund the amount to the student. Where UOW is not able to refund the credit to the student, and no contact is made by the student, the credit may be forfeited after a limited period of time as per section 13.

4. Where a student remains enrolled in subject(s) after the census date, and/or does not successfully complete the subject(s), UOW will remove a student’s financial liability and/or HELP debt if;
   a. UOW is satisfied that the student has demonstrated, with independent supporting documentation (as defined in section 12), that special circumstances (as defined in section 11), apply to the student and;
   b. The student made an official refund application to UOW and;
   c. The application is received within 12 months of the date the subject(s) were officially withdrawn, or, if the person has not withdrawn, within 12 months of the end of the study period in which the subject was enrolled or;
   d. UOW waives the requirement that the application be made before the end of the period defined in clause 6.4.c, on the grounds that they were incapable of making their application before the end of that period.

5. Applications will be assessed by the relevant delegated authority as per the UOW Delegations Policy, upon receiving the written application. Students will be advised of the outcome by the Academic Registrar’s Division in writing within 28 days from the date the application has been received.

6. An approved refund will result in;
   a. A refund of any upfront payments made towards the relevant subject(s)
   b. A remission of any HELP Loan debt incurred for the relevant subject(s)
   c. A reversal of the consumption of any government learning entitlements consumed by the relevant subject(s).

7. If the student is not satisfied with the decision, they may apply for a review of that decision within 28 days from the day the student first received notice of the decision. Appeals will be considered by the relevant authority as per the UOW Delegations Policy.

8. For an appeal to be considered, a student must demonstrate, with independent supporting documentation (as defined in section 12); new information relevant to their case which might change the outcome of the original decision together with a letter stating the reasons why they are applying for reconsideration. This must be provided to Student Central. Students will be advised of the outcome of an appeal by the Academic Registrar’s Division in writing within 28 days from the date the application has been received. If the reviewer has not advised the applicant of the decision within 45 days of receiving the application for review, the reviewer is taken to have confirmed the original decision.

9. Students have the right to apply to the Administrative Appeals Tribunal (AAT) for a review of the reviewable decision that has been confirmed or varied. Information about a review of appeal is provided within the decision advice sent to the student.

7 Fees for International Students

1. Tuition fees for international students are governed by the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 under the Education Services to Overseas Students (ESOS) Act 2000.
2. Tuition fees are charged per credit point according to the approved tuition fees for the program of study and the student's enrolment in the study period as at census date.

3. Tuition fees are subject to annual review, and a commencing student's first study period tuition fee rate will be dependent on the approved tuition fees current at the time their offer was issued.

4. Changes to tuition fees will occur through:
   a. Annual changes to tuition fee rates for a student's course of study, updated each calendar year.
   b. Deferments of offers or;
   c. Transfer from one course to another, including change in mode of delivery and campus/study location.
   d. Changes to residency or citizenship status.

5. International students commencing a new course of study must pay a portion of their tuition fees in advance before they are permitted to enrol in a new course. This amount is the tuition fee deposit outlined in the student’s offer letter and is normally 24 credit points of tuition for the student’s course of study.

   **Tuition Fees for Non-Award Subjects**

   6. An international student may be admitted to study subjects on a non-award basis in accordance with the conditions of their visa.

   7. Rates for international non-award tuition fees are published on the International Tuition Fees page on the University website.

   8. Tuition fees for non-award enrolments are charged on a per credit point basis, according to the student's enrolment in the study period at the census date, and are due by the census date.

   9. A late payment fee may be charged if tuition fees are not paid in full by the census date.

   **Payment Options**

   10. Tuition fees must be paid in full to UOW by the census date except where a student has been approved for a Tuition Fee Instalment Plan as per clauses 4.10 to 4.13.

   11. Approved payment options are available at the Student Payment Options page on the University website.

   **Cancellation of Enrolment**

   12. An International Student may have their enrolment cancelled if they fail to make the required tuition fee payment by the census date.

   13. Students who are cancelled are removed from all currently enrolled subjects in all active sessions.

   14. A student whose enrolment has been cancelled may be reinstated if, within 20 working days, they pay all outstanding tuition fees as well as any associated late and reinstatement charges.

   15. Students who fail to reinstate within the timeframe specified in clause 7.14 will not be permitted to reinstate into the course of study from which they were cancelled. These students will have the change in their enrolment status reported to the Department of Immigration and Citizenship.
8 Refunds for International Students

1. Refund applications will be assessed by the relevant delegated authority as per the UOW Delegations Policy, upon receiving the written application. Students will be advised of the outcome by the Academic Registrar’s Division in writing within 28 days from the date the application has been received.

2. If the student is not satisfied with the decision, they may apply for a review of that decision within 28 days from the day the student first received notice of the decision. Appeals will be considered by the relevant authority as per the UOW Delegations Policy.

3. For an appeal to be considered, a student must demonstrate, with independent supporting documentation (as defined in section 12); new information relevant to their case which might change the outcome of the original decision together with a letter stating the reasons why they are applying for reconsideration. This must be provided to Student Central.

4. Students will be advised of the outcome of an appeal by the Academic Registrar’s Division in writing within 28 days from the date the application has been received. If the reviewer has not advised the applicant of the decision within 45 days of receiving the application for review, the reviewer is taken to have confirmed the original decision.

5. Students have the right to apply to the Administrative Appeals Tribunal (AAT) for a review of the reviewable decision that has been confirmed or varied. Information about a review of appeal is provided within the decision advice sent to the student.

6. Approved refunds will only be paid to the applicant or official sponsor, as defined in section 9, and will only be made in the student's country by Australian dollar draft or electronic funds transfer in Australian dollar currency.

7. Refunds of U.S. student loan payment funds will be processed in accordance with the U.S. Department of Education program regulations as agreed to by the student and UOW.

8. Where a student has unallocated credit in their account for which they are eligible for a refund, UOW will attempt to refund the amount to the student. Where UOW is not able to refund the credit to the student, and no contact is made by the student, the credit may be forfeited after a limited period of time as per section 13.

Refunds of Tuition Fee Deposit Payment

9. Where a student has deferred an offer of study after its commencement date, UOW reserves the right to assess any refund applications in line with the commencement and census dates of the student’s original offer.

10. Students will receive a full refund of their tuition fee deposit where they notify UOW in writing before they enrol in a course of study for the first time, and are able to demonstrate (with independent supporting documentation as outlined in section 12), at least one of the following;

   a. The student has made a formal application, but is subsequently refused a student visa from an Australian Diplomatic Post and this refusal is not due to the student’s action or inaction. Where a student is refused a student visa due to their own action or inaction, an administration fee of $1000.00 will be retained by UOW.

   b. UOW withdraws the offer of a place or is unable to provide the program for which a student has applied (as per relevant UOW Offer Letter), unless the place is withdrawn due to incorrect or incomplete information supplied by the student. Where an offer is withdrawn due to incorrect or incomplete information supplied by the student, an administration fee of $1000.00 will be retained by UOW.
c. A student makes a reasonable attempt, but is unable to satisfy all the conditions specified in their relevant offer letter. Where a student is not able to demonstrate that they have made a reasonable attempt to meet the conditions of their offer, an administration fee of $1000.00 will be retained by UOW.

11. Where a student makes a refund application before the commencement date of their first study period, as per their valid offer letter, they will be entitled to a refund of their tuition fee deposit, less $1000.00 administration fee.

12. Where a student makes a refund application after the commencement date but before the census date of their first tuition fee deposit, as per their valid offer letter, they will receive a refund of their tuition fee deposit less $5000.00 administration fee.

13. Students who withdraw and/or make a refund application after the census date of their first study period, as per their valid offer letter, are not entitled to a refund of any part of their tuition fee deposit. In these cases, the full amount of tuition fee deposit will be either allocated to enrolled subjects, held as credit in a student’s account for a limited period of time for future study only in line with section 13.

14. UOW may remove a student’s financial liability for relevant subject/s if;
   a. UOW is satisfied that the student has demonstrated, with independent supporting documentation (as defined in section 12), that special circumstances (as defined in section 11), apply to the student and;
   b. The student did not successfully complete the subject/s and;
   c. The student applied in writing to UOW for a refund of fees and;
   d. The application is received within 12 months of the date the subject/s were officially withdrawn, or, if the person has not withdrawn, within 12 months of the end of the study period in which the subject was enrolled or;
   e. UOW waives the requirement that the application be made before the end of the period defined in clause 8.12.d, on the grounds that the student is able to demonstrate, with independent supporting documentation (as defined in section 12), that they were incapable of making their application before the end of that period.

15. For students who are approved a removal of financial liability under clause 8.12, any credit which is part of their original tuition fee deposit is not refundable, and will be held in the student's account for use towards future tuition only, for a limited period of time as per section 13.

Other International Refunds

14. For tuition fee payments made in addition to the tuition fee deposit amount, students are entitled to a refund of any credit which has not been allocated to subjects which have passed census date.

15. For students enrolled in non-award subjects, a full refund of any credit not allocated to subjects which have passed census date will be granted (excludes students enrolled in the Study Abroad Program).

16. Where a student remains enrolled in subject/s after the census date, and/or does not successfully complete subject/s, UOW will remove a student’s financial liability and refund the subsequent credit if;
   a. UOW is satisfied that the student has demonstrated, with independent supporting documentation (as defined in section 12), that special circumstances (as defined in section 11), apply to the student and;
   b. The credit is not part of the student’s study deposit and;
   c. The student has made an official application for a refund of fees and;
d. The application is received within 12 months of the date the subject or subjects were officially withdrawn, or, if the person has not withdrawn, within 12 months of the end of the period of study in which the unit was, or was to be, undertaken or;

e. UOW waives the requirement that the application be made before the end of the period defined in clause 8.16.d, on the grounds that the student is able to demonstrate, with independent supporting documentation (as defined in section 12), that they were incapable of making their application before the end of that period.

9 **Sponsored Students**

1. UOW defines a sponsored student as one of the following:
   a. A student whose fees are paid directly to UOW by a third party who has a formal sponsorship agreement with the University. These students must be supported by a financial guarantee which is issued by their sponsor, which states the period of cover of the sponsorship for the individual student as well as the fees and charges that the sponsor will take responsibility for.
   b. A student who has been approved for a UOW Tuition Award. UOW is the sponsor for these students for the period covered by the Award.
   c. A student with an approved AusAid scholarship

2. It is the responsibility of sponsored students to ensure their financial guarantee or UOW Award is current by the relevant study period census date. Students who fail to do so are not considered a Sponsored Student for that study period and are personally liable for their fees.

3. Tuition fees are charged in accordance with the relevant tuition fee schedules for Domestic and International students.

4. UOW will invoice sponsors directly for student fees and charges which must be paid by the agreed due dates as per formal sponsorship agreements.

5. Unpaid tuition fees may result in student results and official documents being withheld, late fees being applied and/or cancellation of enrolment as per clause 4.14.

6. Refund eligibility for sponsored students is the same as for non-sponsored students, and is outlined in section 6 (domestic) and section 8 (international).

7. Where a sponsored student is determined to be eligible for a refund, any payments made by the sponsor towards the subject will be held in credit in the student's account for future study, or refunded directly to the sponsor at their request.

10 **Fees for Exchange and Study Abroad Students**

1. Inbound Study Abroad Program students are charged as per the rates published on the Study Abroad Costs website.

2. Tuition amounts, study deposit and due dates are outlined on the student’s offer letter.

3. Refund eligibility for study abroad students is the same as for other international students as outlined in section 8.

4. Where a student has withdrawn, and is liable for fees and charges in line with section 8, UOW reserves the right to invoice agents and study abroad partners for the relevant liability amounts.

5. Inbound Student Exchange students do not pay tuition fees, however may be liable for other fees including the Student Services and Amenities Fees and Overseas Students Health Cover: these will be indicated on the student’s offer letter.
Outbound Exchange/Study Abroad Students

6. Domestic students approved to undertake a semester exchange program with an International Exchange Partner will be charged 24 credit points per session worth of tuition fees for their enrolled course of study at UOW. These tuition fees will be charged and payable to UOW in line with their normal conditions outlined in section 5.

7. Students participating in other non-exchange programs through study abroad will be liable for any tuition fees to the overseas program as outlined by their overseas host university or the relevant UOW subject fees should they be directly enrolled in a UOW subject for the purpose of overseas study.

8. Students studying at an overseas institution are bound by its policies, rules and regulations and are liable for any additional costs incurred during their stay. UOW reserves the right to apply penalties as outlined in clause 4.14, where a student has an outstanding debt with an International Exchange Partner of UOW.

Visiting Research Program Students

9. Approved visiting research students are charged as per the schedule published on the Visiting Research Student application form.

10. The dates of a student's program are outlined in their application and offer letter and cannot be reduced once the program has commenced.

11. Students, who notify UOW that they do not wish to commence their program prior to the commencement date as per their offer letter, will receive a full refund of any fees paid.

12. Students who withdraw from their program within four calendar weeks of commencement will receive a refund of fees paid, less a $1000.00 administrative fee.

13. Students who withdraw from their program after four calendar weeks of commencement are not entitled to a refund of any fees paid, unless they are able to demonstrate with independent supporting documentation (as outlined in section 12), that special circumstances (as outlined in section 11) have occurred.

11 Special Circumstances

1. Special Circumstances apply to the student if UOW is satisfied that the circumstances:
   a. Were beyond the student’s control, which a reasonable person would consider is not due to the student's action or inaction, either direct or indirect, and for which the student is not responsible and;
   b. Were unusual, uncommon or abnormal for the student and;
   c. Made it impractical for the student to complete the requirements of the subject/s.
   d. Did not occur until on or after the census date (or commencement date for new international students) for the subject/s or;
   e. Where the circumstances occurred or existed before the census date (or commencement date for new international students), worsened, changed or their full effect or magnitude did not become apparent to the student until after that date.

2. Special circumstances which make it impractical for a student to complete the requirements of subject/s may include (but are not limited to);
   a. Medical circumstances. For example, where a person’s medical condition has changed to such an extent that he or she is unable to continue studying.
   b. Family/personal circumstances. For example, death or severe medical problems within a family, unforeseen financial difficulties, significant disruption to domestic arrangements so that it is unreasonable to expect a person to continue studies.
c. Employment related circumstances. For example, where a person’s employment status or arrangements have changed so that the person is unable to continue his or her studies and this change is beyond the person’s control. Employment related circumstances do not apply to students studying on a student visa.

d. Course related circumstances. For example, where the provider has changed the unit it had offered and the person is disadvantaged by either not being able to complete the unit, or not being given credit towards other units or courses.

e. Extemuating circumstances of reasonable significance that interfere with the student’s ability to meet a subject’s requirements. For example, carer’s responsibilities, legal commitments, military service, accidents or natural disasters.

3. Special circumstances do not include;

f. Lack of knowledge or understanding of this policy or government legislation, or;

g. A failure to follow correct University procedures, or;
h. A person’s incapacity to repay a HELP debt.

12 Supporting Documentation

1. For supporting documentation to be considered valid, it must be;

a. In English, or accompanied by a certified and signed translation from an official translation authority.

b. An original document or, a copy certified by a Justice of the Peace (or equivalent international authority).

c. Be from an independent authority (not the student or friends or family of the student).

d. Specify exact dates surrounding the special circumstances which apply to the student.

e. Specify the date the document was written or created.

f. Address all criteria of Special Circumstances as outlined in section 11.1.

2. Personal statements alone, including statutory declarations from the student and/or family and friends of the student, are not sufficient to establish refund eligibility.

3. The submission of fraudulent documentation will be regarded as serious misconduct and will be managed in accordance with the Student Conduct Rules and associated procedures. The matter may also be referred to the State or Federal Police, ICAC and/or the Department of Immigration and Citizenship.

13 Forfeiting

1. Students shall have any unallocated credit held in their account for 12 months from the course commencement date as stated on their valid offer letter, or from when they were last enrolled.

2. Any unallocated credit remaining in a student’s account after the period specified in clause 13.1 will be forfeited, and no longer available for use by the student.
14 Disclaimers

1. This policy 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 (including ESOS Act 2000).

15 Privacy and Confidentiality

1. All staff designated to access information contained in fees related applications are obliged to preserve confidentiality in accordance with the University’s Privacy Policy, the University Code of Conduct - Staff and other relevant privacy legislation.

2. Records relating to fees applications will be retained and disposed of in accordance with the State Records Act 1998, General Retention and Disposal Authority GDA23, and the Records Management Policy

16 Roles & Responsibilities

1. It is the responsibility of the Academic Registrar’s Division to administer student fees, including ensuring that remissions/refunds are assessed according to this Policy.

2. It is the responsibility of the student to
   a. Ensure they adhere to obligations outlined in this policy with regards to their student type and;
   b. Where relevant, provide appropriate documentation to enable a reasonable and fair assessment of the special circumstances as per claims made in the remission/refund/appeal submission.

17 Version Control and Change History

<table>
<thead>
<tr>
<th>Version Control</th>
<th>Date Effective</th>
<th>Approved By</th>
<th>Amendment</th>
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<tr>
<td>1</td>
<td>23 November 2007</td>
<td>University Council</td>
<td>First Version – replaces Tuition Fees Policy</td>
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<tr>
<td>2</td>
<td>6 May 2009</td>
<td>Vice-Principal (Administration)</td>
<td>Migrated to UOW Policy Template as per Policy Refresh</td>
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<tr>
<td>3</td>
<td>15 February 2011</td>
<td>Deputy Vice-Chancellor (Academic)</td>
<td>Minor amendment to Clause 3.2 to exclude Offshore programs with UOW partner institutions.</td>
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<tr>
<td>4</td>
<td>22 June 2011</td>
<td>Vice-Principal (Administration)</td>
<td>Updated to reflect change of name from Wollongong College Australia to UOW College.</td>
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<tr>
<td>5</td>
<td></td>
<td>University Council</td>
<td>Major Revisions - replaces Fees Policy</td>
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