

Attachment 1: Tuition Fee Refund Eligibility

Domestic Students

Student Type	Condition	Refund Eligibility
HE & VET (Diploma and above)	Withdraw before census date	Full refund of paid tuition fees
HE & VET (Diploma and above)	Withdraw after census date but before next census date	No refund for current semester; refund for future semesters if prepaid
VET (Certificate I–IV)	Withdraw before course start date	Full refund
VET (Certificate I–IV)	Withdraw after start date but before last refund date (4 weeks after unit start date)	Refund of tuition fees; materials fee refund at teaching department's discretion, dependant on if materials have been provided
VET (Certificate I–IV)	Withdraw after last refund date	No refund

International Onshore Students*

Scenario	Refund Eligibility
Offer withdrawn by University	Full refund of tuition and deposit paid for a study period
University unable to provide course (provider default)	Full refund of tuition and deposit + application processing fee refund (for new students). Materials fee

	refund dependant on if materials have been provided
Failure to meet English language requirements as set out in Letter of Offer (with evidence that they made reasonable efforts to meet that condition)	Refund of tuition and deposit paid only for study periods not commenced
Exclusion due to failure to meet course progression rules (and tuition fees paid in advance of notification of exclusion)	Refund only for study periods not commenced (excludes non-refundable deposit)
Illness or disability prevents enrolment in the course	Full refund of tuition and deposit paid for a study period
Death of close family member (parent, sibling, spouse or child)	Full refund of tuition and deposit if before course commencement date (VU English course) or census date (other courses) If after these dates, at the discretion of the Senior Deputy Vice-Chancellor and Chief Academic Officer
Political/civil/natural event prevents the student from studying or paying tuition fees Withdrawal after census date in a semester, or course commencement date (VU English)	Full refund of tuition and deposit if before course commencement date (VU English course) or census date (other courses) If after these dates, at the discretion of the Senior Deputy Vice-Chancellor and Chief Academic Officer No refund of tuition fees, unless on extraordinary humanitarian grounds at the discretion of:

Notice in writing of an inability to undertake a course, or withdraws from the course at any time	a. The Senior Deputy Vice-Chancellor and Chief Academic Officer, or b. In the case of VU English students, the General Manager, VU English. No refund of application processing fee
PR granted on or before census date for a semester; and evidence of visa status provided to VU International (Permanent Resident status is recognised from the date officially recognised by the Department of Home Affairs)	Refund of tuition fees paid for a semester, minus \$500 service charge
PR granted after census date for a semester	No refund of tuition fees for a semester; student remains classified as international for that semester
PR granted before census date for a semester	Student must re-apply for course entry for either government-supported place or domestic fee-paying place. Student seeking to become a domestic fee-paying student may carry over prepaid tuition fees in the appropriate semester

Partial Refunds – International Onshore Students

Scenario	Refund Eligibility
Written notice of withdrawal or inability to study before course commencement date (VU English course) or census date (other courses)	Refund of tuition fees for study period, minus non-refundable deposit (as per Letter of Offer)
Enrolment cancelled for non-payment of tuition fees	Refund of partial payment made minus non-refundable deposit (as per Letter of Offer) Application fees paid not refunded
Australian Government authorities refuse to grant a student visa; or the student visa is not granted in time for the student to start the course; or a student withdraws their visa application with the Australian Government before the commencement of the Course; or the student does not submit a visa application; or the student fails to provide additional information to support their application, as requested by the University (e.g. statement of purpose or certified documents); or where the University withdraws an offer based on incorrect, false or incomplete information provided by the student or their agent	Refund pre-paid fees minus lesser of: 5% of the total amount of pre-paid fees received before the default day; or \$500

** References to Census Date for international students in regard to Fee Refunds means the Census Date of the first study period in each Semester/Trimester. Tuition Fees includes Student Services and Amenities Fees (SSAF).*