

Refund guidelines

RMIT University refunds

The refund rules for RMIT observe the ESOS (Education Services for Overseas Students) Act 2000 and Regulations 2001. These rules apply equally to all new and re-enrolling students unless otherwise stated. All refund requests are conditional on the following:

- The funds for the refund must be available (cheques are cleared, telegraphic transfers have been received); and
- Any debts to RMIT must be paid in full or the outstanding amounts will be deducted from the refund.

The acceptance of the refund rules, 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.¹

Refund application process

Credit balances within a student's individual account will not be remitted automatically. A local or re-enrolling international student seeking a refund of their credit must do so by lodging an **Application for Refund of Fees** and supporting documentation at one of RMIT's Student Hubs (this form can be obtained from the Hub). A commencing international student must lodge an **Application for Refund form for International Students** at International Services.

If a refund is to be provided to a third party, this must be specified in or with the student's application. Enrolled international students must also submit an authorised **Leave of Absence, Cancellation of Enrolment or Change of Program for International Students** form, with supporting documentation. International students who are not in Australia must lodge an **Application for Refund form for International Students** with International Services

Note: Financial liability will remain until enrolment is cancelled. See 11.3.

Payment of refund

Applications for refunds take 2 - 3 weeks to process (earlier, if specifically required by legislation). If the application is successful, an Australian dollar cheque is drawn against the name of the student account (or an alternative party – if the student's fee liability was assumed by the party). The cheque will be sent to the student's registered address, or to another institution if requested in writing under the applicant's signature, and supported by production of a valid offer letter. Where a sponsoring body or scholarship agency pays the student's fees, any refund will be paid to that sponsoring body or scholarship agency.

Recognition of Prior Learning (RPL) in TAFE

Students who have applied for and gained "Recognition of Prior Learning" for an enrolled TAFE course of study will be credited the tuition fee for this course.

RPL applications must be submitted on a **Recognition of Prior Learning (RPL) Application Form** to the relevant School's Student Administration Area before the program census date in a student's first semester of study at RMIT.

Definition of returning and commencing Students

For the purposes of these rules, a student is defined as a commencing student if they are enrolling in a particular program for the first time with RMIT or, in the case of offshore students articulating to onshore, when they commence their studies in Australia.

A student is defined as a returning student if they are re-enrolling in a program in which they have already undertaken study at RMIT.

Refunds for domestic students and returning international students

This section outlines the refund rules that apply to all domestic students, and to returning international students. (The next section 11.1.6 outlines the refund rules for commencing international students.)

Census date

The census date is a predetermined date within a given academic semester or term. Compliance with this deadline is necessary for RMIT's funding and legislative reporting. Accordingly, any enrolment changes following the relevant census date will not change the financial status of a student's enrolment.

RMIT publishes the [census dates](#) on the website.

The following table sets out the census dates for the 2009 academic year:

	Summer semester	Semester 1	Semester 2	Spring semester
HE – all cohorts	9 February	31 March	31 August	19 December
VET – domestic and international (including VCE)	N/A	31 March	31 August	N/A
VET – Rolling enrolments in non-standard terms (domestic and international) ²	N/A	30 days after the end of the month that the class commenced	30 days after the end of the month that the class commenced	N/A

Foundation studies	N/A	28 days after classes commence	28 days after classes commence	N/A
VET short courses – full-fee paying	Check with School teaching the course prior to enrolling.	Check with School teaching the course prior to enrolling.	Check with School teaching the course prior to enrolling.	Check with School teaching the course prior to enrolling.
ELICOS	Refer to section 11.2 RMIT English Worldwide Refunds.	Refer to section 11.2 RMIT English Worldwide Refunds.	Refer to section 11.2 RMIT English Worldwide Refunds.	Refer to section 11.2 RMIT English Worldwide Refunds.

Refund calculation

Tuition fees are calculated according to a student's enrolled load. The following table lists the refund a student is entitled to before and after the census date:

	Before census date ³	After census date ⁴	Notes
Program withdrawal, failure to meet offer letter conditions	100%	0%	Administration charge may apply

	Before census date ³	After census date ⁴	Notes
Program withdrawal, following leave of absence	100%	0%	Administration charge may apply The appropriate withdrawal form and any supporting documentation must be submitted along with the refund application.
Program withdrawal	100%	0%	Administration charge will apply
Domestic TAFE Program withdrawal and transfer to another education institution	100%	0%	-
Program deferral	100%	0%	-
Permanent residency status is granted	100%	0%	Refer below

	Before census date ³	After census date ⁴	Notes
RMIT cancels program or program ceases to be provided	100%	100%	For international students, refunds will be paid in accordance with the provisions of the ESOS Act 2000 and the ESOS Regulations 2001. Refunds will be made within 2 weeks after RMIT cancels program or program ceases to be provided. Alternatively, the student may be offered and accept enrolment in a suitable replacement program at the same cost.

	Before census date ³	After census date ⁴	Notes
RMIT has not provided program in full	100%	100%	<p>For international students, where the program is not provided in full due to sanctions as per ESOS Act Part 6, refunds will be paid in accordance with the provisions of the ESOS Act 2000 and the ESOS Regulations 2001.</p> <p>Refunds will be made within 2 weeks after RMIT cancels program or programs ceases to be provided.</p> <p>Alternatively, the student may be offered and accept enrolment in a suitable replacement program at the same cost.</p>

	Before census date ³	After census date ⁴	Notes
Visa application is refused	100% less administration charge	100% less administration charge	Documentary evidence of the refusal from Department of Immigration and Citizenship (DIAC) must be provided along with the refund application. Administration charge will apply.
Reduction of enrolled load (credit points/nominal student contact hours (SCH))	100% of dropped course's fees	0%	
Overpayment	-	-	Overpayments in credit in a student's account may be refunded, subject to 11.1.

International students granted a payment plan for their current semester who then withdraw after the census date in their current semester, are not eligible for a refund of tuition or student union fees for that semester. In addition, students will remain liable for any amounts unpaid.

Withdrawal from a program following census date, due to exceptional circumstances may be accepted as grounds for a full or partial refund of any pre-paid tuition fee, subject to the provision of acceptable documentary evidence, at the discretion of the Pro Vice Chancellor (Students).

No refund will be granted if an international onshore student has their visa cancelled by the Department of Immigration and Citizenship (DIAC) for a breach of visa conditions. No refund will be granted if an international onshore student is suspended or excluded from RMIT University due to misconduct.

Administrative charges associated with withdrawing from a program

Depending on the class of student seeking a refund upon withdrawal from a program an administration charge will be applied in accordance with the table below. This charge is to compensate RMIT for administrative costs associated with agent commissions, marketing, student orientation, enrolment and subsequent removal from the academic system as well as reporting obligations for the Department of Education, Employment and Workplace Relations (DEEWR) and Department of Immigration and Citizenship (DIAC) (international students only).

Student Class	Up to A\$ amount
Domestic – TAFE (QP13)	\$55
International – returning (ADM15)	\$500

Refund processing - administration charges effective 1 July 2009

Effective 1 July 2009, there will be five new local TAFE refund administration fees to match the proposed new Skills Victoria TAFE tuition fee structure, to allow RMIT to recoup the minimum fee amounts. The amount charged will depend on the student's level of study.

Tuition Fee Structure	Award	Minimum per annum	Refund admin fee
Foundation	Foundation Level & Pre-Accredited Courses	\$50	\$50
Skills Creation	Certificate I & II	\$105	\$105
Apprenticeships & Traineeships	Various	\$57	\$57
Skills Building	Certificate III & IV	\$120	\$120
Skills Deepening	Diploma & Advanced Diploma	\$225	\$225

These fees will be confirmed at a later date.

Students who enrol prior to 1 July 2009 and whose tuition fees fall under the existing tuition fee structure will have their refunds processed accordingly.

Re-crediting of Student Learning Entitlement (SLE)

In special circumstances, CSP students who withdraw from their studies (including work experience in industry) after a census date may apply to the Office of the Academic Registrar to have their SLE re-credited. Upon approval of the application, the deferred debt under HECS-HELP is deemed to have been remitted and any up-front payments of the student's contribution amount will be refunded.

Student visa

RMIT will report all international students who do not have a current enrolment to the Department of Immigration and Citizenship (DIAC). Student visas may be terminated based on this information. If a visa extension is refused, students will be charged a \$500 administration fee.

Permanent residency

International students who are granted Permanent Residency will be eligible for a refund of all international tuition fees, less an administration fee of \$500, if Permanent Residency Status is granted by the applicable census date and the student submits a **Change of Citizenship/Immigration Status form** to RMIT by the same applicable census date. Students granted a domestic full fee paying or Commonwealth Supported Place may have their pre-paid fees credited to their account.

International students who are granted Permanent Residency after the applicable census date will not be entitled to a refund for the current semester. International tuition fees paid for future semesters will be refunded 100%, less an administrative fee of \$500.

A student whose residency status changes, must inform RMIT of the change by the applicable census date through the lodgement of a **Change of Citizenship / Immigration Status form** at a Hub location, to ensure their status is amended within the University's student administration database.

Payment of upfront contribution

If a student is enrolled within a Commonwealth supported place and elects to make an up-front payment in excess of the 80% of the prevailing tuition fees, a refund will be made for the excess.

Withdrawal from a program or course at RMIT before census date, resulting in a credit within a student account from the up-front contribution will initiate a refund of the excess amount.

Refunds for commencing international students

By accepting a full fee international student place at RMIT, an international student enters into an agreement with RMIT for a study program.⁵ This agreement is for the period of the expected duration of the student's program, or duration of programs, for an offer of more than one program. This agreement means there is an obligation on the student's behalf to pay the published program fees throughout the student's enrolment.

The following table details the standard refund rules that apply to commencing international students:

	1	2	3	4	5
Refund Category⁶	Specific Grounds that meet eligibility for a full refund. (See note 1)	Student withdraws acceptance more than 4 weeks before program commencement date	Student applies for a refund less than 4 weeks before program commencement date	Student applies for a refund within 4 weeks after program commencement date	Student applies for a refund more than 4 weeks after program commencement date, OR visa cancelled.
Refund Amount	100% refund of monies paid (less a \$500 administration fee that may be applied)	100% refund of monies paid less \$500 administration fee	Monies paid less 50% of first semester program tuition fee	Monies paid less 50% of first semester program tuition fee	No refund

Notes:

1. Categories for full refund are:

- Australian Government has refused to grant initial visa for study in Australia prior to entry;
- The offer of a place is withdrawn because conditions within the offer letter have not been met. If the offer was made on the basis of incorrect or incomplete information being supplied by the applicant or student, students may be charged a \$500 administration fee.
- RMIT is unable to provide the program or the program does not start on the agreed start date. The administration fee will not be charged. Refunds will be paid in accordance with the provisions of the ESOS Act 2000 and the ESOS Regulations 2001. Refunds will be made within 2 weeks after RMIT cancels program or programs ceases to be provided.

- Student obtains permanent residency by census date (and has been offered CSP or fee-paying place; and submits a **Change of Citizenship/Immigration Status form** to RMIT by the same applicable census date). An administration fee of \$500 may be charged to cover representative fees.
- A notice of withdrawal due to exceptional circumstances of a compassionate nature.

2. Australian Government has rejected a visa extension; student will be charged a \$500 administration fee.

3. Students who apply to transfer to another RMIT program after no more than 2 weeks from the program commencement date will be charged a \$500 administration fee. (Any available credit balance after the deduction of the administration fee will be applied to the other program's tuition fees).

4. Overseas Student Health Cover (OSHC) and application fees are non-refundable. Students must apply for an OSHC refund direct to Medibank Private.

5. Executive discretion may be exercised to consider applications which do not comply with the above provisions but for which extraordinary circumstances may exist. Application for a refund in special circumstances must be made in writing and sent to the Director, International Services. Proof of payment of the fees (e.g. an official receipt) and validation of the reasons for applying for a refund will be required.

6. Any further appeal to the decision made by the Director, International Services, may be directed to the Pro Vice- Chancellor (International and Development) should this be necessary.

RMIT English Worldwide – refunds

By accepting a full fee international student place with RMIT English Worldwide, a student enters into an agreement⁷ with RMIT Training Pty Ltd for a study program (a study program is a program or a series of programs). All refunds will be in accordance with the *Education Services for Overseas Students Act 2000*.

Reason for requiring a refund	Information that the student must provide	Timing	Amount of refund
Australian government refused to grant or extend a student visa.	Student's written claim and certified evidence of the Department of Immigration and Citizenship (DIAC) rejection of the visa application.	Application for refund received at any time.	Tuition fees less an administration fee of \$200 (Withdrawal from ELICOS). Refund will be made within 28 days of written notice.

Transfer is sought to another institution (transfer conditions must be in accordance with government requirements).	Student produces evidence of a non- conditional offer letter and the transfer conditions are in accordance with Australian Government requirements.	28 Days or more prior to the commencement of the next ELICOS module of the course.	Tuition fees less an administration fee equivalent to 20% of the remaining tuition fees. Refund will be made within 28 days of written notice. No transfers of tuition fees will be made to another English language centre unless RMIT English Worldwide is unable to proceed with the study program applied for.
RMIT English Worldwide is unable to offer the course or the course is cancelled.	N/A	Application for refund received at any time.	All fees.
Student cancels course.	Cancellation in writing by the student or nominated representative.	28 days or more before the study program commences.	All fees less administration fee of \$400 (\$200 Withdrawal from ELICOS and \$200 ELICOS Enrolment Fee).
Student cancels course.	Cancellation in writing by the student or nominated representative.	Less than 28 days before the study program commences.	50% of tuition fees (or no more than 12 weeks fees).

Student cancels course.	Cancellation in writing by the student or nominated representative.	After the study program has commenced.	No refund.
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RMIT English Worldwide refund procedure

All applications for refunds must be made in writing to the Director, Melbourne Language Centre, RMIT English Worldwide, and made by the person requesting the refund.

Refunds will be made by an RMIT cheque in Australian currency (AUD) and refunded to the person who originally paid the fee (evidence must be provided).

Refunds will be sent to the payer's home country address unless RMIT English Worldwide is unable to proceed with the total study program applied for. In this circumstance, the refund may be sent to the payer's address in Australia upon written request by the student.

No refund will be granted if a student is reported to the Department of Immigration and Citizenship (DIAC) for a breach of visa conditions and has his/her visa cancelled.

Financial liability will remain until enrolment is cancelled

The financial liability of a student's enrolment will remain unless an Enrolment Variation, Leave of Absence or Cancellation of Enrolment form, or enrolment variation using Enrolment Online is completed and lodged by the appropriate date.

Withdrawal from a course using Enrolment Online, lodgement of an approved Enrolment Variation, Leave of Absence or Cancellation of Enrolment form with RMIT University or RMIT English Worldwide are the only mechanisms to withdraw from a course or program of study. Failure to lodge the appropriate request before the deadline will result in the tuition liability remaining and the appropriate debt recovery actions will be enforced.

¹ These rules cover deposits and tuition fees collected by RMIT representatives on behalf of RMIT.

² RMIT has two standard terms/semesters. Enrolment is considered standard where the start and end dates of the class are within two weeks of the start and end date of the term/semester.

³ Percentage is of monies paid.

⁴ No changes to enrolment will be made after census date unless there is evidence of university error. Students should make contact with their School and notify them as soon as practical.

⁵ A study program is a program or a series of programs.

⁶ Withdrawal of acceptance is done with lodgement of Application for Refund form for International Students. Cancellation of enrolment is done with lodgement of Cancellation of Enrolment or Change of Program for International Students form.

⁷ This agreement does not remove a student's right to take further action under Australia's consumer protection laws.

Refund guidelines

Supporting documents and information

Related documents

- Application for refund form for international students (PDF 29.1kb 1p)
- Application for refund of fees form (PDF 44.2kb 1p)
- Cancellation of enrolment form (PDF 76kb 2p)
- Census dates webpage
- Change of citizenship/immigration status form (PDF 43.7kb 1p)
- Change of program for international students form (PDF 48.9kb 1p)
- Leave of absence form (PDF 73.4kb 2p)
- Recognition of prior learning (RPL) HE application form (PDF 43.4kb 1p)
- Recognition of prior learning (RPL) TAFE / Recognition of current competency (RCC) TAFE application form (PDF 32.4 2p)

Relevant State/Federal Govt. legislation

- Education Services for Overseas Students Act 2000

Refund guidelines

Accountability

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