



# STUDENT FEES & REFUNDS SCHEDULE – MONASH UNIVERSITY INDONESIA

## SCOPE

This schedule applies to all students, and to all courses and units at Monash University Indonesia.

## SCHEDULE STATEMENT

This schedule outlines the mandatory processes and practices required to implement and comply with the Student Fees Policy, for the setting and collection of tuition fees and other fees, refunding tuition fees, and fees discounts.

### 1. Determining tuition fees

- 1.1 The President, Monash University Indonesia recommends annual student fee rates to the Student Profile and Pricing Committee for approval by the Vice-Chancellor.
- 1.2 Tuition fees are determined annually with fee information provided on the [Monash University Indonesia website](#).
- 1.3 Tuition fees may vary depending on whether the student is a domestic student or an international student. Domestic students are Indonesian citizens or permanent residents (holder of KITAP / Kartu Izin Tinggal Tetap / permanent stay permit). A student is deemed to be an international student if they are not an Indonesian citizen or permanent resident.

#### Additional fees

- 1.4 A general amenities fee for non-academic services and student amenities may be charged. Any such additional fees will be outlined on the [Monash University Indonesia website](#) and in the Student Course Agreement.
- 1.5 Students must pay all additional fees associated with the delivery of their course, as advised in the Student Course Agreement and published on the [Monash University Indonesia website](#).

### 2. Payment of fees

#### Commencing students

- 2.1 Details of fees payable for accepting an offer of study will be provided in the Student Course Agreement.
- 2.2 Students will receive an invoice outlining fee amounts, due dates and payment methods via their Monash email address.
- 2.3 Any student who has obtained a scholarship, bursary or other discount will receive their statement of fees with the discount having already been applied.
- 2.4 If a student is receiving a sponsorship from a private or government organisation that covers all or part of a tuition fee, the student should also refer to the terms of the contractual agreement for prescribed payment methods. The tuition fee for the commencing teaching period and tuition fees for subsequent teaching periods will be invoiced to the sponsor on receipt of a financial affidavit or guarantee, in English.

#### Returning students

- 2.5 The University invoices students for fees for the next teaching period via their Monash email address.

#### Non-payment of fees

- 2.6 A fees reminder will be issued where there is an outstanding debt due to non-payment and the due date has passed.
- 2.7 A student will have their enrolment encumbered after a fees reminder is issued, where that student has an outstanding debt (including unpaid tuition fees, fines, or general amenities fees).

## Encumbered enrolment

- 2.8 An encumbrance placed on a student's enrolment for non-payment of fees will result in restrictions to enrolment, as set out in the [Enrolment Procedure](#).
- 2.9 Encumbered students will be notified by email to their Monash student account of the impending invalidation of their enrolment if they continue to have outstanding debt.

## Invalidated enrolment

- 2.10 Where a student continues to have outstanding debt after being encumbered, their enrolment will be invalidated for non-payment of fees. Monash University Indonesia will retain any tuition fees paid for the relevant course and/or teaching period, as outlined below in section 4, Refund of fees.
- 2.11 Invalidated students will have their enrolment cancelled as set out at 8.11.5 of the [Enrolment Procedure](#) and will not have access to their academic record.
- 2.12 Where an invalidated student wishes to obtain a transcript of their academic record without seeking to continue their course, a transcript will be issued when the outstanding debt has been paid. See 1.2 [Transcript of Academic Record Procedure](#).
- 2.13 When an outstanding debt and reinstatement fee have been paid, a student seeking to continue their course within the current teaching period can be reinstated if approval is granted by the President, Monash University Indonesia.
- 2.14 Invalidated students seeking to continue their course in a subsequent teaching period must apply directly to the President, Monash University Indonesia via [mi.enquiries@monash.edu](mailto:mi.enquiries@monash.edu). The President, Monash University Indonesia will determine if the student may be admitted to the course in which the invalidation occurred, and the manner in which reinstatement may occur.

## Fee payment extension

- 2.15 Students experiencing extreme financial hardship may submit a written application with supporting documentation via Monash Connect. Students will be notified of the outcome of their fee payment extension via email to their Monash student account.
  - 2.15.1 All fee payment extensions must conclude by the census date of the teaching period that the fees were charged for. Failure to accept or adhere to the extended payment due date will result in the student's enrolment being encumbered.

## 3. Family fee discount

### Eligibility

- 3.1 Eligibility for a family fee discount is provided at section 4 of the [Student Fees Policy](#).
- 3.2 A student who has a family member(s) concurrently enrolled in a full-fee paying award course at the University may apply for a 10 per cent discount for each concurrently enrolled fee period, which will be granted to the family member with the highest tuition fee rate (per 48 credit points).
- 3.3 Students who are enrolled in a full-fee paying award course, studying in the same fees invoice period, at the same location (i.e. both at Monash University Indonesia), and who meet the family fee requirements are eligible for the family fee discount.
- 3.4 Students should contact Monash Connect to discuss an application for a family fee discount.
- 3.5 The family fee discount will be granted to the student with the highest tuition fees. Where tuition fees are equal, the family fee discount will be applied against the account of the student as nominated on the application form or at the discretion of Monash University Indonesia.
- 3.6 If the family member enrolment details change whereby family members are no longer enrolled in a concurrent fee period, the discount will be reversed and the liability of the discounted family member(s) may increase to the pre-discount level.

## 4. Refund of fees

- 4.1 Students may be eligible for a full or partial refund of tuition fees in prescribed circumstances. The University reserves the right to refuse a full or partial refund, including any deposit paid.
- 4.2 Students can apply for review of a decision not to grant a refund of fees, and should review the requirements for a refund set out below.

### Full refund of tuition fees

- 4.3 A full refund of tuition fees may be made:

- 4.3.1 If a student gives at least four (4) weeks' notice prior to the commencement date of the first teaching period of their inability to undertake the course;
  - 4.3.2 if a student is unable to meet the condition(s) required by the University as stated in the Student Course Agreement;
  - 4.3.3 in the event that an offer is withdrawn by the University prior to commencement of a course;
  - 4.3.4 if the University makes an offer on the basis of incorrect or incomplete information being supplied by a student and an offer is terminated prior to commencement of any teaching period;
  - 4.3.5 where the University is unable to provide a course and a student does not accept an alternate course offer, if made;
  - 4.3.6 when illness or disability prevents a student from studying a course and the University receives advice in writing before the census date;
  - 4.3.7 when death of a close family member (parent, sibling, spouse or child) occurs and this prevents a student from studying a course and the University receives advice in writing before the census date;
  - 4.3.8 at the discretion of the University, when other special or extenuating personal circumstances prevent a student from studying a course and the University receives advice in writing before the census date.
- 4.4 Documentary evidence must be provided in support of an application for a refund under any of the above provisions.

#### **Partial refund of tuition fees**

- 4.5 A partial refund of tuition fees may be made:
- 4.5.1 If a student gives less than four (4) weeks' notice prior to the commencement date of the first teaching period of a course of their inability to undertake the course;
  - 4.5.2 if a student, prior to census date, discontinues from a course;
  - 4.5.3 at the University's discretion, when other special or extenuating personal circumstances prevent a student from studying a course and the University is advised in writing before the census date and documentary evidence of these circumstances is supplied and the University accepts this as sufficient;
  - 4.5.4 in cases 4.5.1 or 4.5.2 above, the University will refund the tuition fee paid for the relevant teaching period and for courses to be undertaken in future teaching periods as part of a packaged offer, less a fee of Rp. 50,000,000; or
  - 4.5.5 in the case of 4.5.3, the University will refund that part of the tuition fee considered appropriate, at its complete and unfettered discretion.

#### **No refund of tuition fees**

- 4.6 No refund of tuition fees may be made:
- 4.6.1 if a student withdraws from a course after the census date of the teaching period for which they are enrolled;
  - 4.6.2 if a student has been excluded by the University for misconduct pursuant to Part 7 of the *Monash University (Council) Regulations*;
  - 4.6.3 if a student is otherwise in breach of their Student Course Agreement;
  - 4.6.4 if a student has been admitted to a course based on the submission of fraudulent documents;
  - 4.6.5 in lieu of a refund, a student elects to accept enrolment in an alternate course offered by the University where it is unable to provide the original course. In this case, the student will sign the necessary documents to this effect;
  - 4.6.6 the University is prohibited from doing so by relevant sanctions/laws;
  - 4.6.7 a student has been excluded for unsatisfactory progress or inability to progress pursuant to Part 4 of Part 6 of the *Monash University (Academic Board) Regulations*; or
  - 4.6.8 a student has not formally withdrawn from a course and fails to enrol.

#### **Assessment of refund requests**

- 4.7 Applications made for a refund of tuition fees will be assessed and the outcome determined by the President, Monash University Indonesia.
- 4.8 If a student wishes to seek review of a decision to refuse a request for a refund they can do so by contacting [mi-enquiries@monash.edu](mailto:mi-enquiries@monash.edu). The outcome of this review will be determined by the Associate Director, Student Finance, Student Education and Business Services.

#### **Process of refunds**

##### **How refunds will be made:**

- 4.9 A student must initiate the refund process via the form provided [online](#).

- 4.10 The refund amount is calculated after all outstanding tuition fee deposits or debts to the University have been paid and clearance of all relevant funds.
- 4.11 Where the payment was made by credit card and the card has not been cancelled or expired, the refund will be paid to the same credit card within restricted timeframes (if any) applied by the financial institution and/or applicable banking regulations.
- 4.12 Where other payment methods have been used, refunds will be processed back to the student or at the student's request, refunds may be processed to a nominated third party, provided approved supporting documentation is supplied.
- 4.12.1 Where a Monash University Indonesia payment gateway stipulates the method for how refunds will be processed, then refunds will be processed accordingly.
- 4.13 Where payment was made by a registered third party (sponsor), the refund will be issued to that party.

## 5. Complaints and appeals

- 5.1 Complaints and appeals are dealt with in accordance with the University's established complaints processes . Information on the University's complaint handling process is available in the Student Complaints Policy and associated procedures.
- 5.2 If a student wishes to contest the University's rejection of a request for a refund, they may access the University's [dispute resolution process](#). This will not circumscribe the right to pursue other legal remedies such as the right to take action under the right to make complaints and to appeal decisions and action taken under various processes, under Law No. 8 of 1999 on Consumer Protection.

## DEFINITIONS

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|---------------------------|--|
| Cancellation of enrolment | Where a student's enrolment in a course of study or unit of enrolment ceases.  |
| Census date               | The date when Monash University Indonesia finalises student enrolments for a teaching period.  |
| Domestic student          | A student enrolled at Monash University Indonesia who is an Indonesian citizen or permanent resident (holder of KITAP / Kartu Izin Tinggal Tetap / permanent stay permit).   |
| Family                    | For the purposes of the family fee discount, 'family' includes students with one parent or carer in common, or any other person with whom the University is satisfied that the student has a genuine family relationship.  |
| International student     | A student who is not a domestic student.   |
| Parent                    | For the purposes of the family fee discount, family members must have one or more parents in common, with the relationship evidenced.  |
| Student Course Agreement  | An agreement between a student and Monash University Indonesia that outlines the course offer details, conditions and prerequisites (if the offer is conditional), fees, enrolment and orientation details, offer terms and conditions, and instructions on how to accept the offer. |
| Teaching period           | In relation to a unit of study, the period occupied by the teaching of the unit  |
| Tuition fees              | Money that a student pays to the University for their teaching or instruction  |
| Unit                      | A component of a course represented by a unit code that is taught as a discrete entity but is not a thesis for a graduate research degree.   |

## GOVERNANCE

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|-----------------------|---|
| Parent policy         | <a href="#">Student Fees Policy</a>   |
| Parent policy owner   | Chief Operating Officer and Senior Vice-President                                   |
| Schedule owner        | President, Monash University Indonesia  |
| Associated procedures | <a href="#">Student Fees Procedure</a><br><a href="#">Student Refunds Procedure</a> |

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| Legislation mandating compliance | <a href="#">Monash University Statute</a><br><a href="#">Monash University (Vice-Chancellor) Regulations</a><br>Law No. 8 of 1999 on Consumer Protection |
| Category                         | Operational  |
| Approval                         | Chief Operating Officer and Senior Vice-President<br>07 March 2021   |
| Endorsement                      | Senior Pro Vice-Chancellor, South East Asia Partnerships<br>05 March 2021  |
| Date effective                   | 19 March 2021  |
| Review date                      | 19 March 2024  |
| Version                          | 1.1 ( <i>Minor amendments effective 15 September 2021</i> )  |
| Content enquiries                | <a href="mailto:mi.enquiries@monash.edu">mi.enquiries@monash.edu</a>   |