

STUDENT FEES REFUNDS PROCEDURE

SCOPE

This procedure applies to:

- All students of Monash University and Monash College; and
- All courses at Monash University and Monash College Diploma, Foundation Year and English Language courses.

Information for the Monash University Malaysia campus is included in the [Student Fees & Refunds Schedule, Monash University Malaysia](#).

PROCEDURE STATEMENT

This procedure outlines Monash University's (the University) mandatory processes and practices for granting tuition fee refunds and remission of debt.

1. Refunds for domestic students

- 1.1 A full refund of tuition fees, including cancellation of deferred HECS-HELP or FEE-HELP will be made where, prior to census date, a student:
 - discontinues/intermits from a course; or,
 - withdraws from a unit(s).
- 1.2 Any applicable Student Services and Amenities Fee (SSAF) charged will be refunded based on the enrolment load for the calendar year.
- 1.3 No refund will be granted where a student discontinues or intermits from a course and/or withdraws from unit(s) after the census date, except where special circumstances apply.

2. Refunds for international students

- 2.1 The information outlined in this section is applicable to International Student Course Agreements (ISCA) issued after 8 July 2013. Information for refunds applicable to ISCA's issued before 8 July 2013 is available from Student Finance ([Student and Education Business Services](#)).
- 2.2 International students must review the conditions and instructions for refunds of tuition fees outlined in their ISCA, in addition to the requirements outlined in this procedure. To the extent of any inconsistency, this procedure will apply.

Refunds for international students (excluding Monash College English Language Courses)

Full refund of tuition fees

- 2.3 A full refund of tuition fees paid for current and future teaching/research periods (including tuition deposit fees for courses to be undertaken in future teaching periods as part of a packaged offer) will be made to an international student:
 - 2.3.1 In the event that the offer provided in the ISCA is withdrawn prior to the student's commencement in the course;
 - 2.3.2 If the offer is made on the basis of incomplete or incorrect information being supplied by the student, or from any person on behalf of the student, to the University or Monash College and the ISCA is terminated prior to the student commencing in a course;
 - 2.3.3 Where the University and/or Monash College is unable to provide the course offered, the course has not commenced, and the student does not accept an alternative course offer;
 - 2.3.4 When illness or disability prior to the commencement of the course prevents the student from commencing the course and documentary evidence of the illness or disability is submitted and the evidence is accepted as sufficient;

- 2.3.5 The death of a close family member (parent, sibling, spouse or child) occurs prior to the commencement of the course, preventing the student from commencing the course, and the documentary evidence is accepted as being sufficient;
- 2.3.6 The student has been excluded from the University prior to the commencement of the course for reasons other than misconduct pursuant to Part 7 or 13 of the Monash University (Council) Regulations, or by Monash College pursuant to the Academic Progress Policy or Student Code of Conduct;
- 2.3.7 The student has been excluded from the University prior to the commencement of the course for reasons other than those pursuant to section 14 of the Monash University (Vice Chancellor Regulations);
- 2.3.8 At the discretion of the Associate Director, Student Finance, where other special or extenuating personal circumstances prevent the student from commencing the course, and the University accepts the documentary evidence supplied by the student of these circumstances as sufficient.

Partial refund of tuition fees

- 2.4 A partial refund of tuition fees paid for current and future teaching/research periods may be made to an international student if:
 - 2.4.1 The student does not satisfy a condition of the offer set out in the Offer Details section of Part A of the ISCA (if applicable);
 - 2.4.2 The student provides more than four weeks written notice prior to commencement of the teaching/research period of the course of their inability to undertake the course for reasons other than those outlined in s2.3.1-2.3.7;
 - 2.4.3 The student gives notice of their inability to undertake the course less than four weeks prior to the commencement of teaching/research in the first teaching/research period of the course;
 - 2.4.4 The student withdraws from or discontinues the course prior to the census date, as described in:
 - [Monash University census dates](#)
 - [Monash College Diploma census dates](#)
 - [Monash College Foundation Year dates](#);
 - 2.4.5 If the student is refused a visa and the refusal was for a reason that directly or indirectly caused the student to default under the ISCA; or
 - 2.4.6 At the discretion of the Associate Director, Student Finance, where other special or extenuating personal circumstances prevent the student from commencing the course, and the University accepts the documentary evidence supplied by the student of these circumstances as sufficient.
- 2.5 In cases outlined at 2.4.1 and 2.4.2 above, the University will refund the tuition fee paid for the relevant teaching/research period and any tuition deposit fees for courses to be undertaken in future teaching/research periods as part of a packaged offer, less a fee of A\$500 per course that will no longer be undertaken.
- 2.6 In cases outlined at 2.4.3 and 2.4.4 above, the University will refund 50% of the tuition fees for the relevant teaching/research period, and any tuition deposit fees paid for courses to be undertaken in future teaching/research periods as part of a packaged offer minus an amount of \$500 per course that will no longer be undertaken.
- 2.7 In cases outlined at 2.4.5 above, the University will refund the tuition fees paid for the relevant teaching/research period and any tuition deposit fees for courses to be undertaken as part of a packaged offer, less a fee. This fee shall be the lesser of (i) 5% of the total amount of pre-paid fees the University has received before the day of default in respect of the course(s) now not being undertaken, and/or (ii) the amount of \$500.
- 2.8 In the case outlined at 2.4.6 above, the University will refund that part of the tuition fee considered appropriate, at the discretion of the Associate Director, Student Finance.

No refund of tuition fees

- 2.9 The University will not refund tuition fees if:
 - 2.9.1 the student withdraws course acceptance or enrolment from a course after the census date;
 - 2.9.2 the student does not formally withdraw from a course but fails to enrol;
 - 2.9.3 the student is a Higher Degree by Research student who withdraws from a course more than four weeks after the commencement of the course;
 - 2.9.4 the student has been excluded for misconduct pursuant to Part 7 or Part 13 of the Monash University (Council) Regulations or by Monash College pursuant to the Student Code of Conduct,
 - 2.9.5 the student has been excluded for unsatisfactory progress or inability to progress pursuant to Part 4 or Part 6 of the Monash University Academic Board Regulations, or by Monash College pursuant to the Academic Progress Policy;
 - 2.9.6 the student is otherwise in breach of their ISCA;

- 2.9.7 in lieu of refund, and where the University is unable to provide the original course, the student elects to accept enrolment in an alternate course offered to them. In this case, the student will sign the necessary documents to this effect, or
- 2.9.8 The University or Monash College is prohibited from doing so by relevant sanction/law.
- 2.10 The University will refund any tuition fees paid in advance for future teaching/research periods that will no longer be undertaken, less a fee of \$500, for cases outlined above at 2.9.1 - 2.9.7, except 2.9.8.

Refunds for Monash College English Language Courses

Full refund of tuition fees:

- 2.11 A full refund of all relevant tuition and tuition deposit fees will be made to Monash College students studying English Languages course if:
- 2.11.1 the student gives written notice of cancellation of enrolment at least four weeks prior to the commencement of the course;
- 2.11.2 where Monash College does not accept the application for enrolment;
- 2.11.3 if Monash College is unable to deliver the course and is unable to offer the student a place in a suitable alternative course;
- 2.11.4 The administration fee amount is not refundable in circumstances set out at 2.11.1 – 2.11.2 above.

Partial refund of tuition fees:

- 2.12 A partial refund will be made to Monash College students studying English Language courses if:
- 2.12.1 The student gives four weeks notice or less, prior to the commencement of the teaching period of the course of their inability to undertake the course, in writing to Monash College, that the student is discontinuing. The University will refund tuition fees paid for future teaching periods, less the equivalent of five weeks tuition fees. The administration fee is not refundable.
- 2.12.2 The student is refused a visa and the refusal was for a reason that directly or indirectly caused the student to default under the ISCA. In this case, the University will refund tuition fees paid for the relevant teaching period and any tuition deposit fees for courses to be undertaken in future teaching periods as part of a packaged offer, less a fee. This fee shall be the lesser of (i) 5 per cent of the total amount of pre-paid fees the University has received before the day of default in respect of the course(s) now not being undertaken, or (ii) the amount of \$500.
- 2.12.3 At the discretion of the Associate Director, Student Finance, where other special or extenuating personal circumstances prevent the student from commencing the course, and the University accepts the documentary evidence supplied by the student of these circumstances as sufficient.

No refund of tuition fees.

- 2.13 No refund of tuition fees will be made if:
- written notice of the student's cancellation of enrolment in the course is received by Monash on or after the commencement of the course;
 - the student has been excluded for misconduct by Monash College pursuant to the Student Misconduct Policy;
 - the student has been excluded for unsatisfactory progress or inability to progress by Monash College pursuant to the Academic Progress Policy;
 - the student does not formally withdraw from a course but fails to enrol;
 - the student is otherwise in breach of the ISCA;
 - the University is prohibited from doing so by relevant sanctions/laws.

Transfer of fees in lieu of refund

- 2.14 In lieu of a refund being paid, tuition fees paid by the student for Monash College English Language Courses may only be transferable to formal award courses at Monash University and Monash College provided that:
- 2.14.1 no transfers will be made to another English Language course provider, any other institution other than Monash, or on behalf of any other student;
- 2.14.2 the student must request such a transfer, in writing, to Monash College;
- 2.14.3 the student must provide to Monash College evidence of acceptance into a formal award course at either Monash University or Monash College; and
- 2.14.4 in the event of such a transfer, Monash College may retain the applicable administration fee for each course the student will no longer be undertaking.

3. Applications and processing of refunds

- 3.1 Students must initiate the refund process by [submitting a refund request](#).
- 3.2 The refund amount is calculated after all outstanding tuition fee deposits or debts to the University or Monash College have been paid and clearance of all relevant cheques and receipt of all relevant telegraphic transfers or direct deposits.
- 3.3 Refunds will be processed to the same person or party who made the payment, and as follows:
 - Refunds to a student will be processed by telegraphic transfer (overseas) or Electronic Funds Transfer (EFT) (within Australia);
 - Refunds to the same person or party who made a payment on a student's behalf will be processed by bank draft (overseas) or cheque (within Australia);
 - Payments made by credit card will be refunded to the same credit card; or
 - Where payment was made by a registered third party (sponsor), the refund will be issued to the registered third party.
- 3.4 Refunds will be paid within four weeks of receiving a written refund request, except for circumstances outlined at s2.3.3, in which case the refund will be paid to the student within two weeks of the day the course ceased to be provided.
- 3.5 A refund will normally be made in the currency of the student's country of permanent residence and payable in that country. Exceptions include non-tradable currencies (where the refund would normally then be paid in USD) or payment to another Australian educational institution. The University is not liable for any variance due to foreign exchange rate fluctuations.
- 3.6 Any equipment issued to the student for their use during their course must be returned in an appropriate condition, or the replacement value of the item will be deducted from the refund amount.

4. Refunds or remission of debt in special circumstances

- 4.1 A refund of tuition fees or remission of debt sought after the census date will only be made where the student meets the threshold criteria and demonstrates special circumstances as defined in the [Higher Education Support Act 2003 \(Cth\) \(Higher Education Support Act\)](#).
 - 4.1.1 Domestic graduate research students are not eligible for a refund or remission of debt in special circumstances if they are not charged tuition fees.
- 4.2 A student who withdraws from a unit after the census date or does not satisfactorily pass the requirements of the unit is eligible for their loan debt to be cancelled or for a refund of tuition fees if all of the following conditions are met:
 - special circumstances (as defined below) occurred or impacted the student on or after the census date;
 - the student did not complete the requirements to satisfactorily pass the unit;
 - the unit forms part of the student's course of study; and
 - the application is made within the prescribed timeframe set out in s4.5 below.
- 4.3 Special circumstances as defined in the Higher Education Support Act apply if the University is satisfied that circumstances existed which:
 - were beyond the student's control;
 - did not make their full impact on the student until on or after the census date for the unit of study for the teaching period; and
 - made it impracticable for the student to complete the requirements for the unit of study during the teaching period or during the year in which the teaching period occurs.
- 4.4 The University or Monash College may refuse an application if it was impracticable for the student to meet the requirements of the unit at the time the special circumstances occurred. For example, a student may have already failed to meet the unit requirements prior to the special circumstances occurring.

Applying for a refund or remission of debt in special circumstances

- 4.5 Students can make an application for remission of debt in special circumstances via the University's [online form](#), or to the Monash College [student.admin](#) account. The application must include relevant supporting documentation and must be made:
 - 4.5.1 within 12 months of the student being notified by the University or Monash College that the withdrawal has taken effect, if the student withdraws from the unit; or
 - 4.5.2 within 12 months of the last day of the unit's teaching period, if a student did not withdraw from the unit (i.e failed the unit).
- 4.6 An application submitted outside the timeframe prescribed at s4.5.1-4.5.2 may be considered if it was not possible for the student to make the application within the set deadline. The student may be required to submit additional supporting documentation to demonstrate they were not able to meet the application deadline.
- 4.7 Supporting documentation must be submitted with the application and must clearly explain:

- the circumstances;
- how the circumstances were beyond the student's control;
- when the circumstances occurred; and
- why these circumstances prevented the student from completing the unit requirements or made completion impractical.

4.8 Supporting documentation must be original or certified copies and can be from a counsellor, doctor, or employer, but must not be from the student's family or friends.

4.9 Students will be notified of the outcome of their application within 20 working days of submission.

4.10 Approved refunds or remissions of debt in special circumstances do not change the student's grade for the unit.

Processing a remission of debt in special circumstances

4.11 If an application for remission of debt is approved, the student will be advised in writing of the process for reversal of Australian Government loans through the Higher Education Loan Program (HELP).

Processing a refund in special circumstances

4.12 If an application for a refund in special circumstances is approved, the student will be advised in writing, and if applicable, the student must initiate the refund process [submitting a refund request](#).

5. Assessment and review of decisions

5.1 If a student wishes to seek review of a decision to refuse their request for a refund or remission of debt, they can access established review procedures.

5.2 Any complaints and appeals in relation to fee refunds are dealt with by Monash University in accordance with the University's [complaint and grievances processes](#) or for students at Monash College in accordance with the established [complaints and appeals process](#) at Monash College.

5.3 The responsibility for decision making in relation to an application for review of Monash's decision to refuse a refund or remit debt is as follows:

Matter of assessment or review	Assessment responsibility	Review responsibility
Applications made by international and domestic full-fee paying Monash University and Monash College students for refunds of fees.	<ul style="list-style-type: none"> • Associate Director, Student Finance 	<ul style="list-style-type: none"> • For Monash University students - Senior Director, SEBS • For Monash College students – Director, Governance
Applications made by domestic students accessing the HELP Government loan program for remission of debt in special circumstances	<ul style="list-style-type: none"> • For Monash University students - Senior Manager, Student Conduct and Special Circumstances, SEBS • For Monash College students – Executive Director, Pathways 	<ul style="list-style-type: none"> • For Monash University students - Associate Director, Academic Services, SEBS • For Monash College students – Director, Governance
Applications made by domestic or international students for refunds of fees in special circumstances	<ul style="list-style-type: none"> • Senior Manager, Student Conduct and Special Circumstances, SEBS • For Monash College students – Executive Director, Pathways 	<ul style="list-style-type: none"> • For Monash University students - Associate Director, Academic Services, SEBS • For Monash College students – Director, Governance

DEFINITIONS

Census date	The date when the University and Monash College finalise student enrolments for a teaching period.
Commonwealth-Supported place (CSP)	A higher education place for which the Australian Government subsidises the cost of tuition fees for a domestic coursework student.
Domestic student	<p>A student enrolled at:</p> <ul style="list-style-type: none"> • an Australian location who is an Australian or New Zealand citizen, or who holds an Australian permanent resident visa or Australian permanent humanitarian visa; or • Monash University Malaysia who is a Malaysian citizen or holder of Malaysian permanent residency status; or

	<ul style="list-style-type: none"> another Monash location outside Australia, who is considered a domestic student according to criteria set by the government of that country.
FEE-HELP	An Australian Government loan scheme to help eligible fee-paying students to pay their tuition fees.
HECS-HELP	An Australian Government loan scheme to help eligible Commonwealth supported students to pay their student contribution amounts through a loan
Intermit/intermission	A break in studies that when granted reserves a place in the course for a student when the intermission has ended providing that the student re-enrols during the designated periods
International student	A student who is not a domestic student.
International Student Course Agreement (ISCA)	An agreement between an international student and Monash University that outlines course offer details, conditions and prerequisites (if the offer is conditional), fees and Overseas Student Health Cover (OSHC), enrolment and orientation details, offer terms and conditions, and instructions on how to accept the offer
Remission of debt	Where a student applies to the University to have all or part of their debt under a loan scheme provided by the Commonwealth Government (e.g. HECS-HELP or FEE-HELP) remitted, that is, a cancellation of deferred fees.
SA-HELP	An Australian Government loan scheme that assists eligible students to pay for all or part of their student services and amenities fee.
Student Services and Amenities Fee (SSAF)	A fee legislated by the Australian Government where higher education providers can charge for student services and amenities of a non-academic nature, such as sporting and recreational activities, employment and career advice, child care, financial advice and food services. The amount is calculated based on the enrolment mode, campus location and study load of the entire calendar year.
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

Parent policy	Student Fees Policy
Supporting schedules	Student Fees & Refunds Schedule, Monash University Malaysia
Associated procedures	Data Protection and Privacy Procedure Enrolment procedure Student Complaints and Grievances procedure Student Fees Procedure
Legislation mandating compliance	<ul style="list-style-type: none"> Anti-Money Laundering and Counter-Terrorism Financing Act 2006 (Cth) Autonomous Sanctions Act 2011 (Cth) Higher Education Support Act 2003 (Cth) Higher Education Legislation Amendment (Student Services and Amenities) Act 2011 (Cth) Higher Education Standards Framework (Thresholds Standards) 2015 (Cth) Education Services for Overseas Students Act 2000 (Cth) Monash University Statute Monash University (Vice-Chancellor) Regulations Monash University (Council) Regulations National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Cth) Payment Card Industry Data Security Standard (PCI DSS)
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