



Offshore Student Refund Policy for TNE Provider Delivered Programs

1. Purpose

UNSW College (the College) offers some of its Award and Non-Award Programs to offshore Students, i.e., those located outside of Australia.

These offshore Programs may be delivered either directly by the College (College delivered Program) or through a Transnational Education (TNE) Provider (TNE Provider delivered Program), both of which operate under the College's academic and operational standards. The TNE Provider is a third-party provider and TNE refers to the delivery of Programs, Subjects, or services to learners offshore.

This Policy specifies the UNSW College (the College) principles and processes for setting, calculating and charging of Student fees and the processes and practices for Refunding of fees.

2. Scope

This policy applies to:

- (a) Prospective Students seeking to enrol in College Award and Non-Award Programs delivered offshore by a TNE Provider;
- (b) Enrolled Students undertaking College offshore Programs delivered by a TNE Provider;
- (c) all modes of offshore delivery, including online, face-to-face and Hybrid; and
- (d) all TNE Provider staff involved in the promotion, recruitment, admission, delivery, management or administration of offshore Programs.

3. Policy Statement

The College is committed to the transparent, compliant and effective management of Refund requests in accordance with relevant legislation and within published timeframes.

4. TNE Provider Responsibilities

The TNE Provider is expected to comply with the following and any relevant local legislation, in relation to Student Refunds:

- (a) publish full details and entitlements of prospective and current Students in relation to Refunds, including in Offer Letters/Contracts to students;
- (b) process eligible Refunds within 28 days of receiving correct and complete Student Refund applications.

5. Students' Responsibilities

Students are expected to understand that:

- (a) they must consider this Policy in conjunction with their Written Agreement / Offer Letter / Contract;



- (b) the TNE Provider shall set its Refund conditions in accordance with relevant legislation;
- (c) if eligible, Students can apply for a Refund in accordance with Section 8.

6. Refund Entitlements

6.1 Refunds for Program and/or Course Discontinuation

- (a) Any Refunds or Fee Remission are net of any scholarship or fee reduction applied at the time of charging.
- (b) The amount refunded cannot exceed the amount paid. In some instances, this may mean that the amount paid is insufficient to cover the charges as per the Refund calculation in the tables below, and therefore no Refund is available.

6.2 Refunds in the Case of Student Default

- (a) A Student Default occurs if:
 - i. the Student does not start their Program on the agreed starting day and has not previously Withdrawn;
 - ii. the Student Withdraws from their Program, either before or after the agreed starting date;
 - iii. the Student fails to pay an amount to the College for which they are liable;
 - iv. a substantiated charge of Student Misconduct has occurred.
- (b) In the event of Student Default, any Refund applicable will be made in accordance with the Refund entitlements provided with the Written Agreement / Offer Letter / Contract and published on the TNE Provider's website.

6.3 Refunds in the Case of Provider Default

- (a) Provider Default occurs if the TNE Provider fails to provide the Program to the Student at the location and on the agreed starting day.
- (b) In the case of Provider Default, the Student may be eligible for a full Refund of any fees received by the Provider or may be offered Enrolment in an alternative Program at no additional cost to the Student.
- (c) If the Provider ceases to deliver the Program after it commences but before it is completed by the Student at the location, and the Student has not Withdrawn from the Program before the default day, the Student is eligible for a Refund of fees.

6.4 Refunds for Provider Initiated Withdrawal

- (a) If a Student applies for a Withdrawal after a complaint or Appeal has been successful, the Student may be eligible for a tuition fee Refund in accordance with Refund entitlements provided with the Written Agreement / Offer Letter / Contract and published on the TNE Provider's website.
- (b) If a complaint or appeal has not been successful, Students will not be eligible for any tuition fee Refund beyond census.



6.5 Refunds for Overpayment

- (a) Overpayments arising from changes to Enrolment or cancellation of services will be automatically allocated to other charges, unless a Refund is specifically requested by the Student.
- (b) Students cannot receive a Refund that is greater than the amount they have paid College or TNE Provider.

6.6 Refunds for Non-Award and Award Programs

- (a) Refunds are calculated in accordance with the entitlements provided in the Written Agreement / Offer Letter / Contract and published on the TNE Provider's website.

6.7 Refunds for Withdrawal after the Census Date in Award Programs

- (a) A Student who Withdraws from a Course or Program after the Census Date may apply for Fee Remission by demonstrating that Special Circumstances apply. Special Circumstances are those which are:
 - i. beyond the control of the Student;
 - ii. did not make their full impact on the Student felt until on or after the Census Date; and
 - iii. made it impracticable for the Student to complete the requirements of the Course or Program in the period during which the Student undertook, or were to undertake, the Course.
- (b) The Offshore Enrolment Policy details the circumstances and conditions under which Award Program Students may be eligible for a Fee Remission. (Please refer to Section 12.4 of the Offshore Enrolment Policy.)

7. Misconduct

- (a) Where a Student is being investigated for misconduct, Refunds (where applicable) will not be made, pending the outcome of the investigation.
- (b) In cases where a Student has been suspended or excluded due to misconduct, the Student may not be eligible for a fee Refund.

8. Applying for a Refund and Refund Calculation

- (a) When requesting a Refund, a Student must follow the process outlined by the TNE Provider on the website.
- (b) Eligible Refunds will be processed within 28 days of receipt of the Refund Request and supporting documentation.
- (c) An administration fee may be charged on Refunds processed.
- (d) The TNE Provider will not be liable for any transaction fees and foreign exchange differences when processing any Refunds.

9. Student Appeals



- Students have the right to Appeal a decision made in regard to refusal to Refund tuition fees in accordance with the [Offshore Student Appeal Policy](#).

10. Definitions

Definitions and Acronyms	
Appeal	A request for reconsideration of a decision by an officer or body of the College.
Award Programs	Has the meaning as defined in the TEQSA Act (see higher education award) and includes Diplomas, Advanced Diplomas, Associate Degrees and undergraduate Degrees.
Census Date	The date within each Study Period when a Student's Enrolment must be finalised and the last day a Student can Withdraw from a Course without financial penalty.
Course	A component of an Academic Program, normally of one Term or Semester in duration with a specific Unit of Credit (UoC) Value
Enrolment	A process by which Students remain active in their Program. Courses are assigned for a specific teaching period based on Program requirements and offerings and subsequently, Students will be registered for classes.
Fee Remission	Remission of tuition fee after the relevant Census Date for all Programs except Foundation Studies, ELICOS and Pre-Masters, if a Student can demonstrate Special Circumstances.
Non-Award Programs	An approved Program of study that does not lead to a higher education award but leads to a College qualification. This can include a tertiary / degree preparation program, Pre-Masters Programs, Foundation and Transition Programs, English Language Programs.
Offer Letter	The formal invitation of admissions made to a Prospective Student.
Provider	An approved entity that is licensed to deliver Programs on behalf of UNSW College.
Program	An Academic Board approved set of requirements and Courses into which a Student is admitted.
Prospective Student	A person outside Australia who intends to become or has taken any steps towards enrolling in an offshore delivered College Program.
Refund	A return of payment in the form of funds or a statement credit which can be used to settle other fee charges.
Special Circumstances	Special circumstances are those that: (a) beyond the control of the Student;



Definitions and Acronyms	
	(b) did not make their full impact on the Student felt until on or after the Census Date; and (c) made it impracticable for the Student to complete the requirements of the Course in the period during which the Student undertook, or were to undertake, the Course.
Student	A person enrolled in an approved Program of study at the College and studying offshore, whose Enrolment has not lapsed or been cancelled.
Student Default	Student Default occurs if: (a) a Student does not start on the agreed date and the Student has not previously withdrawn; (b) a Student Withdraws from their Program, either before or after the agreed start day; (c) a Student fails to pay an amount to the College for which they are liable; (d) there is substantiated Student Misconduct.
Term	The administrative time period in which teaching periods are defined, Students enrol and for which Students are charged fees.
Transnational Education (TNE)	Education Programs, Courses or services where learners are located in a country different from the one in which the College is based.
Withdrawal	The termination of a Student's Enrolment with UNSW College.

11. Related Policy and Supporting Documents

Related Policy Documents and Supporting Documents	
Policy	• Offshore Student Appeal Policy • Offshore Guidelines for Assessing Compassionate or Compelling Circumstances • Offshore Student Fees Policy • Offshore Student Refund Policy – College Delivered Programs

12. Policy Governance

Offshore Student Fees and Refund Policy	
Category/Business Group	Finance
Published Externally (Yes/No)	Yes



Offshore Student Fees and Refund Policy	
Approver	Chief Executive officer
Responsible Officer	Chief Finance Officer
Contact Officer	Head of Financial Operations
Effective Date	26 March 2025
Next Review Date	26 March 2028
Version	1.0

Revision History

Version	Approved by	Approval date	Effective date	Sections modified
1.0	Chief Executive Officer – Sarah Lightfoot	26 March 2025	26 March 2025	Created this policy to be an ‘Offshore’ policy, incorporating award and Non-Award Programs. This Policy focuses on Refunds for TNE Provider Delivered Programs.

Please visit our website to ensure that you have the latest version of this Policy. Policies are available at: unswcollege.edu.au/about/policies