



Queensland University of Technology  
Brisbane Australia

# Your next step

A guide to accepting your offer to study at QUT

## Welcome to QUT

Congratulations on receiving your tertiary offer, and thank you for considering QUT as the place to begin your university studies.

As one of the leading universities in Australia, with a wide variety of courses focused on outstanding career outcomes, QUT has much to offer. We have a thriving student population of around 40,000 students, 6800 of whom are international students from more than 100 countries. Our staff makeup is multi-cultural, and our university encourages a culturally diverse environment.

At QUT, we aim to maintain a fair and rewarding learning environment within a framework that encourages, supports and values scholarship, learning and inquiry, as well as the professional and personal development of our students.

QUT is acknowledged by the professions, government and business for the excellence of our educational programs, for our focus on research which benefits the community, and our capacity to contribute to the development of the global community.

We have prepared this booklet to give you all the information you require to accept an offer to study at QUT, and to outline some of the important policies and procedures related to your proposed studies as an international student.

The booklet also provides you with an overview of the support services we offer, and an introduction to living in Brisbane. We hope it will provide all the relevant information to guide you and your family in a decision to accept a place at QUT. Please contact us should you require further information.

Your decision to further your studies in Australia is a major investment in your future. I strongly believe that QUT will repay that investment many times over, and that your time here will be rewarding.

I look forward to you joining us in Brisbane very soon.



PROFESSOR PETER COALDRAKE AO  
Vice-Chancellor  
Queensland University of Technology



a university for the **real world**<sup>®</sup>

CRICOS No. 00213J

# Steps to enrolment

1	Check your offer letter	<ul style="list-style-type: none"> <li>• Make sure all details are correct</li> </ul>
2	Activate QUT access and email account	<p>Your QUT login and password are included in your offer letter. Further details about your access and email account can be obtained from <a href="http://www.itservices.qut.edu.au/email/student">www.itservices.qut.edu.au/email/student</a></p>
3	Accept your offer	<p>Send the following to the QUT address listed on your Acceptance of Offer letter:</p> <ul style="list-style-type: none"> <li>• Acceptance of Offer form – fully completed and signed by you</li> <li>• Your first fee payment (the amount on your offer letter)</li> <li>• Any outstanding documentation required to meet the conditions of your offer</li> </ul> <p>If you have used an official QUT representative, ask them to assist you if necessary.</p>
4	QUT will confirm your acceptance	<p>We will send you:</p> <ul style="list-style-type: none"> <li>• Electronic Confirmation of Enrolment form (eCOE) for your student visa application (if applicable).</li> <li>• Information on accommodation, airport reception and orientation.</li> </ul>
5	Apply for your student visa	<ul style="list-style-type: none"> <li>• Refer to the Australian Government Department of Immigration and Citizenship website <a href="http://www.diac.gov.au">www.diac.gov.au</a> (Your agent can assist you.)</li> </ul>
6	Book travel and temporary accommodation	<ul style="list-style-type: none"> <li>• Find out more about our designated temporary accommodation providers. <a href="http://www.student.qut.edu.au/international/airport-reception">www.student.qut.edu.au/international/airport-reception</a></li> <li>• Book flights as early as possible as flights to Australia are heavily booked during January, February and July.</li> </ul>
7	Arrive and obtain permanent accommodation	<ul style="list-style-type: none"> <li>• Send us your completed Airport Reception form <a href="http://www.student.qut.edu.au/international/airport-reception">www.student.qut.edu.au/international/airport-reception</a></li> <li>• QUT can assist with finding permanent accommodation</li> <li>• Attend 'New to Brisbane' session at QUT for information about orientation and accommodation.</li> </ul>
8	Attend orientation	<ul style="list-style-type: none"> <li>• See <a href="http://www.student.qut.edu.au/enrolment-and-orientation/orientation">www.student.qut.edu.au/enrolment-and-orientation/orientation</a></li> </ul>
9	Start your course	<ul style="list-style-type: none"> <li>• Log on to your profile in QUT Virtual and follow the guide to do your online enrolment in lectures and tutorial/labs.</li> </ul>

# Frequently asked questions

## ➤ Offer letter

Go to pages 6–7

1. Why does my offer letter include a course which I didn't apply for?
2. Is the start date on my offer the start of my course or the orientation start date?
3. How do I know if I have received Advanced Standing for my prior studies?
4. How do I provide certified/notarised documents?
5. What is a letter of release and why do I need to provide it?
6. Why does my offer letter ask me to provide certain information because I am under 18?
7. Will all my subjects be taught at the campus stated on my offer letter?
8. What services will I get access to with my QUT username and password?

## ➤ Changing my offer

Go to page 8

1. Can I be considered for another course if I change my mind?
2. Can I defer my course start date?
3. If I have an offer in a research course, what if I can't start on the date in my offer letter?

## ➤ Fees

Go to page 9

1. How are the tuition fees stated on my offer letter calculated?
2. How do I pay my fees?
3. Do I have to pay the English language registration, airport reception and homestay placement fees?
4. Why do I have to pay overseas student health cover?
5. Will my fees ever increase?
6. If I have a scholarship or will be sponsored for my studies. What information do I need to provide?

## ➤ English language proficiency

Go to page 10

1. What English language tests are acceptable?
2. Can QUT check my scores online?
3. What should I do if I can't meet the English language requirement to get into my course?
4. Why is it important that I send you an IELTS or TOEFL test to see how much English I need?
5. If I don't want to send an IELTS or TOEFL test, what do I need to do to be able to study English at QUT?
6. If I studied English at QUT, do I have to sit another IELTS or TOEFL test?

## ➤ Visas

Go to pages 11–12

1. Do I need to apply for a pre-visa assessment?
2. Can I get a visa for the full duration of my package offer?
3. How do I apply for my student visa?
4. Can I apply for a student visa at a different Australian embassy than the one stated on my eCoE?
5. Can I work in Australia if I have a student visa?
6. Can I bring my family with me to Australia?
7. If my children come, do they have to study? Do they pay fees for that study?
8. Can my spouse (wife/husband) study while I am studying?
9. Do I have to study full-time?
10. Can I study a course externally (by distance/online) and live in Australia?
11. Can I study on a Working Holiday Visa?

## ➤ Student rights – Education Services for Overseas Students Act (ESOS)

Go to page 13

1. What are my rights as a student?
2. What are my responsibilities as a student?

### Commonly used terms and their meaning

**Combined double degree** Two degrees from different faculties undertaken at the same time under a single course code.

**DEEWR** Department of Employment, Education and Workplace Relations

**DIAC** Department of Immigration and Citizenship

**EAP** English for Academic Purposes

**eCoE** electronic Confirmation of Enrolment

**OSHC** Overseas Student Health Cover

**Pathway offer** An offer in more than one course, which requires completion of one course before being able to commence the next course.

**Preparatory course** Course(s) undertaken prior to final (principal) course. For example, English and Foundation are preparatory courses.

**QUTIC** QUT International College

# What QUT offers you

QUT is a highly successful Australian university that produces job-ready graduates with the skills and confidence to work anywhere in the world.

- QUT is ranked in the world's top 100 universities for employer reputation (QS World Universities, 2011).
- QUT is the only university in Queensland to be awarded five stars for 'Getting a job' in the 2011 Good Universities Guide.
- QUT has long-standing links with a number of leading international public and private sector organisations including Boeing, Microsoft, Oracle, the World Bank and the World Health Organisation.
- QUT has Brisbane's only two full service inner-city campuses.
- Reflecting our global outlook, QUT has 40,000 students, including 6800 international students from more than 100 countries.

## Flexible study options

With more than 650 undergraduate and postgraduate options, QUT courses can be tailored to your specific personal or professional development needs. Choose from a large range of programs in

- Built Environment and Engineering
- Business
- Creative Industries
- Education
- Health
- Law and Justice, and
- Science and Technology.

QUT International College (QUTIC), an integral part of QUT, also provides a range of English language and academic pathway programs to assist international students to meet the entry requirements for QUT degree programs. The QUT IELTS Test Centre, located at the College, provides the opportunity for current QUT students, as well as students external to the University, to sit an IELTS test on campus. This test centre offers both General Training and Academic modules. For more information visit [www.qut.edu.au/qutic](http://www.qut.edu.au/qutic)

## Excellence in research

QUT has been acknowledged for its world-class research across a wide range of disciplines, under the Australian Government's Excellence in Research for Australia assessment framework. Most notably, QUT received a top rank of 5 in the discipline areas of nursing, communications and media studies, physical chemistry and information systems.

Over the last five years, QUT's research investment attraction has outperformed all other Australian universities, and the development of an AUD\$230 million Science and Technology Precinct and Community Hub will ensure QUT's research profile continues to be one of the fastest growing in Australia.

With more than 100 collaborative research projects being undertaken in more than 50 countries, QUT has a strong track record in solving problems globally.

For more information on QUT research, visit [www.qut.edu.au/research](http://www.qut.edu.au/research)

## Living in Brisbane

QUT is located in Brisbane, the state capital of Queensland. Brisbane is a vibrant, multicultural city and a hub of education innovation and research excellence.

From Brisbane you can explore stunning national parks and the world-famous beaches of the Gold Coast and Sunshine Coast are only an hour away.



# Student support services

International students and their families are supported by our International Student Services (ISS) from the time they accept their offer of a place until the moment they return home.

## Learning skills and academic support

QUT staff are available to help you with English language, learning and academic needs. Students in their first year can make an appointment to get individual help from a Language and Learning Adviser to discuss any problems you have writing assignments, preparing for an exam or oral presentation. Free seminars for all students, held at the beginning of semester, can help you improve your writing, reading and research skills.

## Student counselling

When you start at university you may find a variety of issues which may cause concern: academic or administrative problems, study difficulties, transition from one culture to another, or other more personal issues. International Student Services provides professional counselling services on each campus, to assist you with personal support, act as a mediator when appropriate, and help you in a personal crisis or emergency. The Counsellors are specially trained to ensure that confidentiality is maintained and every individual is treated with respect and compassion.

## Careers and employment

The QUT Careers and Employment office can help you with career planning and employment needs, including:

- online job listings
- international work placements in your home country
- specific international workshops for employment preparation
- international Graduate Destinations data
- employment preparation resources
- an international student discussion forum
- a searchable, global list of international employment websites
- international career counselling sessions (available by appointment).

For full details on these services go to the Careers and Employment website at [www.careers.qut.edu.au](http://www.careers.qut.edu.au)

## Student clubs and groups

There are many student clubs and societies where students of all nationalities socialise, network and participate in activities with fellow students who share a common faculty, sporting activity or other interest. Visit [www.guildonline.net](http://www.guildonline.net)

Our student associations organise activities and provide a supportive network for all newly arrived students. For more details of the many international student associations at QUT visit [www.student.qut.edu.au/international](http://www.student.qut.edu.au/international)

The East-West Centre is designed to celebrate and acknowledge our diversity and to enhance your student life at QUT. East West makes it easier for students like you to meet new people and provide the opportunity to be involved in different activities, social functions, sporting events and language exchange. Find out more about QUT East-West at [www.qut.edu.au/eastwest](http://www.qut.edu.au/eastwest)

## Student grievance procedures

To ensure a harmonious, fair and just environment for working and learning, QUT has student grievance procedures. Details of the grievance procedures are available at [www.mopp.qut.edu.au/E](http://www.mopp.qut.edu.au/E)

If you are unhappy with these processes, they are referred to the Queensland Ombudsman who can provide an independent assessment for the student. Confidential advice and counselling regarding grievances is offered by professional counsellors at International Student Services on +61 7 3138 2019 or email [issadvice@qut.edu.au](mailto:issadvice@qut.edu.au)

## Accommodation and living cost

Brisbane offers a wide range of accommodation options including homestay, student hostels, student apartment complexes, boarding houses, private apartments and houses. QUT's International Student Services staff provide comprehensive accommodation assistance including helping you to arrange temporary accommodation prior to your arrival, and assisting you to find permanent accommodation that suits your needs.

Excluding tuition fees, you will typically need A\$18 000 a year to live comfortably. It's advisable to budget for an extra A\$1500–\$2500 to help you get set up when you arrive. Some of these expenses are matters of personal taste; the amount you spend varies depending on your priorities, the lifestyle you choose, and your available budget.

For detailed information on finding a place to live in Brisbane, see the Accommodation Services website at [www.qut.edu.au/accommodation](http://www.qut.edu.au/accommodation)

# > Offer letter

## 1. Why does my offer letter include a course which I didn't apply for?

If you do not meet the entry requirements for your preferred course, we will ask you to enrol in a preparatory course (e.g. General English, Foundation etc). You will usually have to meet conditions in this preparatory course to proceed to your next course. You may also need to achieve specified results in certain units (subjects) to move to the next course.

## 2. Is the start date on my offer the start of my course or the orientation start date?

For all English Language, Foundation, University Certificate in Tertiary Preparation and University Diploma courses, the *Course Start Date* listed on your offer is the first day of your course, which includes orientation.

For offers in all other courses your *Course Start Date* is the start of classes, not orientation.

Orientation for degree, study abroad and exchange students is the week before the start of classes and is compulsory. You will receive information on the orientation dates when you accept your offer at QUT. Find out more at [www.student.qut.edu.au/enrolment-and-orientation/orientation](http://www.student.qut.edu.au/enrolment-and-orientation/orientation)

You need to arrive in Brisbane **at least two weeks prior to the start of classes** so that you can attend orientation, find out more about QUT and your faculty and enrol in your course. This will also give you some time to find accommodation and settle into Brisbane.

## 3. How do I know if I have received Advanced Standing for my prior studies?

If the Course Duration on your offer is shorter than the normal course duration, this usually means that you are eligible for Advanced Standing based on relevant prior studies at an appropriate level.

The Course Duration on your offer is the number of semesters you need to successfully complete to finish your course. For English Language students, your Course Duration is expressed in weeks.

If you haven't been assessed for Advanced Standing and you feel that you have completed a qualification at a similar level and covering similar topics, you may apply for Advanced Standing, by sending detailed information in English on the course you studied including: course overview detailed subject descriptions, including if possible, text books used and assessment methods course entry requirements graduation requirements grading system information about the institution.

Please submit this information to [qut.intadmission@qut.edu.au](mailto:qut.intadmission@qut.edu.au) (with Subject: Request Advanced Standing, your QUT student number, your name).

## 4. How do I provide certified/notarised documents.

If you have sent scanned copies, photocopies or faxed documents to us with your application we will assess your application based on the documentation you have provided. However, to confirm your acceptance, you must provide us with certified/notarised documents. Documents can be certified by:

- an authorised officer from the institution that issued the documents (must include an official stamp and name, position and signature)
- an authorised officer from an Australian overseas diplomatic mission, for example Australian Embassy
- a notary public
- an official QUT representative, usually through whom you have already applied.

For a list of QUT representatives, go to [www.qut.edu.au/international/qut-in-your-country](http://www.qut.edu.au/international/qut-in-your-country)



## 5. What is a letter of release and why do I need to provide it?

Government regulation prevents education providers from enrolling students seeking to transfer from another provider before completing six calendar months of their principal course of study except in limited circumstances. If you want to transfer before completing six months of your principal course, you need to ask your education provider for a letter of release. This letter is a statement which indicates whether the institution is willing to release you from your study at their institution.

If you are under 18 you must provide written approval of transfer from your parent or Department of Immigration and Citizenship (DIAC) legal guardian, and if under 18 and sponsored by your government, you must also provide written approval for your release from your government sponsor.

## 6. Why does my offer letter ask me to provide certain information because I am under 18?

If you will be under 18 years of age at the time you submit your student visa application, and you are not living with a parent or DIAC-approved legal guardian in Brisbane, you will be required to demonstrate to QUT's satisfaction that you have a guardianship/caregiver service that meets QUT standards, and that suitable accommodation and welfare arrangements have been made for you.

An Under 18 Guardianship form which includes details of QUT-approved

guardianship providers is available at [www.student.qut.edu.au/\\_\\_data/assets/pdf\\_file/0018/13941/u18\\_fm.pdf](http://www.student.qut.edu.au/__data/assets/pdf_file/0018/13941/u18_fm.pdf)

Complete this form, sign it, have it signed by your parents, and forward it to us. If you decide to go into a guardianship agreement, you must also provide a copy of your guardianship agreement.

If you are under 18 years of age and not living with a parent or DIAC-approved legal guardian in Brisbane, you must live in QUT-approved homestay accommodation until you turn 18. Please note that all students who are under 18 years of age are required to have their parent or DIAC legal guardian sign your Acceptance of Offer form.

## 7. Will all my subjects be taught at the campus stated on my offer letter?

Your offer letter will tell you the campus where your course is offered, which is also the campus where your faculty is located. Some courses, such as Study Abroad programs and combined or inter-faculty degree programs, require you to study at more than one campus.

You can find out which campus the subjects in your course are available at by looking up your course at [www.qut.edu.au/international/find-a-course](http://www.qut.edu.au/international/find-a-course)

Information on QUT campuses, including detailed maps, is available at [www.qut.edu.au/international-students/qut-and-brisbane/campus-locations](http://www.qut.edu.au/international-students/qut-and-brisbane/campus-locations)

## 8. What services will I get access to with my QUT username and password?

Your QUT access username and password allows you to access all the online information services at QUT. Use these details to log into our online systems, including QUT Virtual.

The QUT Email (Webmail) service allows you to do the following:

- send/receive emails
- create and use folders to organise your emails
- create your own address book for frequently used email addresses
- apply email filters to automatically organise your emails into folders
- control spam (unwanted email)
- add/use signatures in your emails.

QUT staff use email as the official method for communicating with students for both administrative and teaching purposes.

Once you accept your offer and meet all conditions you will get additional access to other varied online information services. Further information about accessing online services and resources can be obtained from [www.student.qut.edu.au/enrolment-and-orientation/enrolment/enrolling-for-the-first-time/step-2-set-up-your-access-to-our-online-systems](http://www.student.qut.edu.au/enrolment-and-orientation/enrolment/enrolling-for-the-first-time/step-2-set-up-your-access-to-our-online-systems)

If you have any problems with your username and password, contact the IT Helpdesk. [www.ithelpdesk.qut.edu.au](http://www.ithelpdesk.qut.edu.au)



# > Changing my offer

## 1. Can I be considered for another course if I change my mind?

Yes. You need to email [qut.intadmission@qut.edu.au](mailto:qut.intadmission@qut.edu.au) (with Subject: Change of Course, your QUT student number, your name) and request that you would like to be considered for a different course and we will reassess your application. Even though you obtained entry in one course, it doesn't mean that you will automatically be admitted to other courses. Each course has different academic entry requirements, and some have other requirements such as portfolio, audition, interview or work experience. QUT course information is available at [www.qut.edu.au/international/find-a-course](http://www.qut.edu.au/international/find-a-course)

## 2. Can I defer my course start date?

You need to email [qut.intadmission@qut.edu.au](mailto:qut.intadmission@qut.edu.au) (with Subject: Defer Offer, your QUT student number, your name, course, new commencement month and year) and request that you would like to be considered for a different course commencement date.

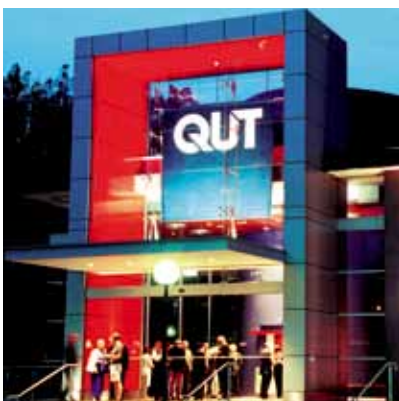
Not all courses are available at every intake; please check you course information ([www.qut.edu.au/international/find-a-course](http://www.qut.edu.au/international/find-a-course)).

Note on offer validity: New offers issued replace any prior offer. If you defer your commencement to a future date, your eligibility will be re-assessed against the entry requirements of the course for the revised commencement intake. New conditions may apply if entry requirements have changed for the revised commencement.

## 3. If I have an offer in a research course, what if I can't start on the date in my offer letter?

If you are commencing a research program (for example, PhD) you may be able to start at a different date, subject to approval. If you want to start on a different date, you must let us know as we need to make sure that the faculty and your supervisor(s) are able to accommodate your needs. We need to make sure that your start date fits in with your supervisor's availability.

Please email [qut.intadmission@qut.edu.au](mailto:qut.intadmission@qut.edu.au) (with Subject: Defer Offer, your QUT student number, your name, course, new commencement month and year)



# > Fees

## 1. How are the tuition fees stated on my offer letter calculated?

For most courses your offer letter states the indicative tuition fees for a standard full time study period.

Your tuition fees will depend on how many units you're enrolled in each semester and further information is available at [www.student.qut.edu.au/fees-and-finances/study-costs/fee-schedule/table-c-international-student-tuition-fee](http://www.student.qut.edu.au/fees-and-finances/study-costs/fee-schedule/table-c-international-student-tuition-fee)

If you have an offer in a QUTIC English Language program the offer letter states the standard full-time enrolment for your course.

Check your **Course information** which includes details on the indicative cost.

## 2. How do I pay my fees?

You can make your payment via QUTPay which allows you to make one consolidated payment for all fees, items and services that QUT provides. Your offer letter has the QUTPay link which will take you straight to the payment site.

Please follow the instructions on [www.qut.edu.au/international/applying/step-8-accept-your-offer](http://www.qut.edu.au/international/applying/step-8-accept-your-offer)

Your offer letter will outline the fees you need to pay when accepting your offer, and may include

- the deposit on your tuition fees
- deposit on your pathway course (if applicable)
- Overseas Student Health Cover (OSHC)
- English Language Registration fee
- Airport reception
- Homestay placement fee.

Make sure that you read this information carefully so that you know exactly what you need to pay.

Once your payment has been finalised retain a copy of your receipt or confirmation of payment.

After you have made payment for your selected items, please email a scanned copy of your payment slip and Acceptance of Offer form to [qut.intadmission@qut.edu.au](mailto:qut.intadmission@qut.edu.au) (with Subject: Acceptance, your QUT Student ID and your name).

If you experience any problems making your payment or have any questions, please contact QUT. ([qut.intadmission@qut.edu.au](mailto:qut.intadmission@qut.edu.au))

## 3. Do I have to pay the English language registration, airport reception and homestay placement fees?

If you apply for an English language course (directly with the International College), or receive an offer from QUT to study English and other academic programs (package offer), you are required to pay a non-refundable English language program registration fee.

As an English language student, you will also need to pay an airport reception fee. And if you apply for homestay accommodation at QUT, you need to pay the homestay placement fee. If you do not want to apply for homestay accommodation, please deduct the homestay placement fee from the total fees payable.

Homestay is compulsory if you are under 18 years of age and not living with a parent or DIAC-approved legal guardian.

## 4. Why do I have to pay overseas student health cover?

Your student visa requires that you have Overseas Student Health Cover (OSHC) for the duration of your visa. You won't be able to get your student visa if you have not paid for OSHC. At the time of publication QUT's preferred provider is Medibank Private. The cost of OSHC (single or family) rate for the duration of your study at QUT has been included in your offer letter.

If your family is accompanying you to Australia, you must pay for family cover, and should include the additional amount when you pay your fees to QUT. Please complete your acceptance of offer form, detailing the OSHC you require. For more information on OSHC please visit the Medibank website at [www.medibank.com.au](http://www.medibank.com.au)

Students applying from Norway and Sweden do not need to obtain OSHC due to agreements with the Australian government. However, OSHC is available if you wish to purchase it. Norwegian students must provide documentation to prove that they are covered through the Norwegian National Insurance Scheme and Swedish students need evidence of coverage by CSN (the Swedish National Board of Student Aid).

## 5. Will my fees ever increase?

International tuition fees normally increase each year. Please read the international student fee and refund policy before you accept your offer on page 15–16.

After you have enrolled, your tuition fees for subsequent Study Periods are subject to annual review for each year of your course. If you cancel/withdraw from your course for any period and re-enrol in a later session, you must pay the tuition fee rate which applies for the year of your return (including students returning from leave of absence).

## 6. What information do I need to provide if I have a scholarship or will be sponsored?

If you have been granted a scholarship to cover all or part of the costs of your study, you must provide official documentation from the funding organisation. This documentation must provide complete details of your scholarship including the name of the funding organisation, the duration, the value of the scholarship and what it covers (for example, tuition fee only, or tuition fee and Overseas Student Health Cover).

Please note that if your scholarship covers part of the study costs only, you will be required to pay the remaining outstanding costs.

# > English language proficiency

## 1. What English language tests are acceptable?

QUT accepts:

- IELTS (International English Language Testing Service) tests. This test must be Academic English, QUT does not accept the General English.
- TOEFL (Test of English as a Foreign Language). QUT's institution code is 9778.

These tests are only accepted if taken no more than two years from the time of your QUT course start date.

To obtain your student visa you are required to meet specified English language proficiency requirements.

To check which English language test immigration will accept to process your student visa please visit [www.immi.gov.au](http://www.immi.gov.au)

## 2. Can QUT check my scores online?

QUT is able to verify IELTS results online if we receive your IELTS test report form (TRF) number.

QUT is able to verify TOEFL (Test of English as a Foreign Language) results online if we receive your TOEFL identification number. QUT's TOEFL institution code is 9778.

## 3. What should I do if I can't meet the English language requirement to get into my course?

Your offer letter will tell you what English language requirements you need to meet. If you can't meet these requirements you can study English at QUT before you start your course.

If you have an IELTS or TOEFL result, we can estimate how much English you may

need to meet the requirement. We will then give you a new offer which includes English and your other courses (package offer) and you will be able to apply for a student visa to cover all courses. Please email your latest IELTS or TOEFL score to [qut.intadmission@qut.edu.au](mailto:qut.intadmission@qut.edu.au) (with a Subject: English Package, your QUT student number, your name, course, commencement month and year).

Some QUT representatives may administer our English language test to determine the duration of the English language program you need to be able to enter the degree program. Check with your agent.

## 4. Why is it important that I send you an IELTS or TOEFL test to see how much English I need?

Sending an IELTS or TOEFL test allows us to give you a reasonable estimate of how much English you may need to ensure you finish your English and start your next course without a large gap in time.

## 5. If I don't want to send an IELTS or TOEFL test, what do I need to do to be able to study English at QUT?

Some QUT representatives offshore administer our English language test to determine the duration of the English language program you need to be able to enter the degree program. Check with your agent.

Alternatively, apply directly to our International College (QUTIC) and on the Application for English Language Program form state how much English you want to study. The form is available at [www.qutic.qut.edu.au](http://www.qutic.qut.edu.au)

You will receive an offer and have to meet all conditions before you can apply for a student visa for your English language study. You will not be able to apply for a student visa to cover both your English and academic programs. When you have successfully met the English requirements to progress to your next course and any other conditions, you will be able to apply for another student visa for the other courses. Please keep in mind that there are student visa implications for some students if you apply for a student visa of only a short duration. For further information, please refer to the DIAC website [www.immi.gov.au](http://www.immi.gov.au)

## 6. If I studied English at QUT, do I have to sit another IELTS or TOEFL test?

If you successfully complete QUT's English for Academic Purposes (EAP) or English for Academic Purposes (EAP) Plus at the required level, you will be able to progress to your next course, without having to take another IELTS or TOEFL test.

However, if you study General English at QUT, and then wish to move to your next academic course, you will have to do an IELTS or TOEFL test to meet the English language requirements.

If you have received a package offer which includes EAP or EAP Plus and your other courses, this requirement is stated on your offer letter.

### DISCLAIMER:

QUT's English language proficiency requirements are subject to change. For the most up-to-date information, check your course details [www.qut.edu.au/international/find-a-course](http://www.qut.edu.au/international/find-a-course)



# > Visas

## 1. Do I need to apply for a pre-visa assessment?

If you are from DIAC Assessment Level 3 or 4 countries you may be required to undergo pre-visa assessment (PVA) before accepting your offer at QUT. Please visit the DIAC website [www.immi.gov.au](http://www.immi.gov.au) to confirm your Visa Assessment level and PVA requirement.

If you require a PVA application, DIAC will notify you of the outcome. If your PVA application has been successful, you should then send the following to QUT

- your Acceptance of Offer form,
- documentation to satisfy any outstanding conditions of your offer
- a copy of the PVA letter and
- payment of your fees as per your offer letter.

QUT will then be able to issue your electronic Confirmation of Enrolment (eCoE) for the purpose of student visa application. For more information visit the DIAC website [www.immi.gov.au](http://www.immi.gov.au)

## 2. Can I get a visa for the full duration of my package offer?

DIAC may issue a student visa for the duration of the packaged eCoEs depending on the duration of the gap between the courses.

QUT will endeavour to provide a package offers with the minimum gap duration between courses. In the event that the gap between your courses is more than 8 weeks, please seek advice from DIAC [www.immi.gov.au](http://www.immi.gov.au) to confirm the allowable duration of your student visa.

## 3. How do I apply for my student visa?

When we receive your completed and signed Acceptance of Offer form, and you have met all conditions of your offer and paid all fees required to secure your place, we will send you an electronic Confirmation of Enrolment (eCoE) form, which you use to apply for your student visa.

To apply for your student visa you must go to the Australian embassy or consulate stated on your eCoE. For information on how to apply for your student visa, including whether you are from a country where you can apply online, please refer to the Department of Immigration and Citizenship (DIAC) website [www.immi.gov.au](http://www.immi.gov.au)

If you have applied through a formal QUT representative, they will be able to assist you with your student visa application. In some countries, visa processing takes a long time, so you must allow yourself plenty of time and apply early.

## 4. Can I apply for a student visa at a different Australian embassy than the one stated on my eCoE?

No. Please make sure you put down on your Acceptance of Offer form the right embassy or consulate where you will be applying for your student visa. If you do make a mistake you need to let us know as we will have to cancel your eCoE and give you a new one. This will delay your visa application process.

## 5. Can I work in Australia if I have a student visa?

All student visas are granted with permission to work. During semester you are allowed to work up to 20 hours per week on a student visa; however, this is on the condition that your work does not interfere with your studies.

During recognised vacation periods you are allowed to work unlimited hours. Part-time employment can be difficult to find and will not give you enough funds to cover either living expenses or tuition fees.

Work rights for the dependants of students vary between no restrictions for dependants of some students and 20 hours per week for others. Please refer to the DIAC website [www.immi.gov.au](http://www.immi.gov.au)

Further information is available at [www.student.qut.edu.au/international/employment](http://www.student.qut.edu.au/international/employment)

## 6. Can I bring my family with me to Australia?

Most students are able to apply to bring their families with them to Australia. An exception is those students from visa assessment level three and four countries with a course of study less than 12 months duration. There are visa requirements to meet to successfully bring your family to Australia, including financial requirements. Please refer to the DIAC website for further information. Additional information is available at support at [www.student.qut.edu.au/international/bringing-your-family-to-australia](http://www.student.qut.edu.au/international/bringing-your-family-to-australia)



### **7. If my children come, do they have to study? Do they pay fees for that study?**

If your children are between the ages of six and 15 it is compulsory that they attend school in Australia. You can apply for your children to attend Queensland public (state) schools or private schools. There are tuition fees involved for all schools. You will need to find an appropriate school and they will need a student visa in their own right. They will receive a student visa for the same duration as your student visa only. In certain cases scholarship holders' children are exempt from paying tuition fees to Queensland Government schools. Please check here to see if you are eligible: [www.eqj.com.au/pdfs/exemption\\_criteria.pdf](http://www.eqj.com.au/pdfs/exemption_criteria.pdf)

Additional information is available at support at [www.student.qut.edu.au/international/bringing-your-family-to-australia](http://www.student.qut.edu.au/international/bringing-your-family-to-australia)

### **8. Can my spouse (wife/husband) study while I am studying?**

Your spouse can study for up to three months on a dependent student visa, but must also pay international tuition fees. For longer study programs, they need to apply for their own student visa.

### **9. Do I have to study full-time?**

As a student visa holder in Australia you are required to complete your course within the timeframe on your eCoE. You will only be able to extend your study in limited circumstances.

It is therefore important that you undertake a full-time enrolment, especially in your first semester. Some subjects are available in summer semester and you are able to study some subjects externally (distance) or online. Please refer to question 10 for more information on external study.

The duration on your offer letter and eCoE you receive for each course is based on a standard full-time program of study i.e. normally 48 credit points (cp) per semester. For some double degrees, a higher than 48cp enrolment in some semesters may be required. Please refer to [www.qut.edu.au/international/find-a-course](http://www.qut.edu.au/international/find-a-course) for course information.

### **10. Can I study a course externally (by distance/online) and live in Australia?**

You can study an entire course externally only if you are living overseas, or you hold an Australian visa other than a student visa which enables you to live and study in Australia.

You can enrol in external (distance) subjects as part of your study at QUT, however as a student visa holder you are only allowed to do a maximum of 25 per cent of your total course by distance/online study mode. In any compulsory teaching period you must undertake at least three subjects that are not by distance/online study mode. Students on US Financial Aid cannot study any online units

### **11. Can I study on a Working Holiday Visa?**

If you are from a country that is approved for Working Holiday Visas, the visa allows you to study for up to four months, however QUT does not recommend students undertake their studies on a Working Holiday Visa as they are not protected by the ESOS Act and the National Code, and are not eligible for the student travel discount or overseas student health cover. If you are accepted for study at QUT and travel on a Working Holiday Visa, you must show evidence of travel medical insurance and critical incident insurance for the duration of your study program before you will be allowed to enrol in a QUT program of study.



## 1. What are my rights as a student?

The provision of education to international students is regulated by the Department of Education, Employment and Workplace Relations (DEEWR) through the Education Services for Overseas Students Act 2000 (ESOS) legislation.

The **National Code of Practice** is established under the ESOS act and provides standards on the rights and responsibilities of international students and University responsibilities.

As an international student, you have rights that are protected under the ESOS framework including:

- Information about
  - Your course
  - QUT
  - Living in Brisbane
  - Circumstances which may lead to your enrolment at the University being suspended or cancelled
- Support services
- Conduct, equity and grievance mechanisms

## 2. What are my responsibilities as a student?

Your responsibilities as an international student are imposed on you by the conditions of your student visa. These conditions are governed by the Migration Regulations and are enforced by the Department of Immigration and Citizenship (DIAC).

While it is your responsibility to ensure that you comply with your visa conditions, the University must also monitor your enrolment and notify DIAC of any breaches.

DIAC may cancel your student visa if you are found to have breached your visa conditions.

Your responsibilities include:

- Maintain enrolment and course progress
- Attend classes
- Achieve satisfactory results
- Pay tuition fees on time
- Notify QUT of your address and any changes



# Campuses

## Gardens Point

George Street, Brisbane

- Built Environment and Engineering
- Business
- Law and Justice
- Science and Technology

Gardens Point is the only university campus in Brisbane's CBD offering full student services. Situated on the Brisbane River, adjacent to the City Botanic Gardens and Queensland's Parliament House, the location reinforces QUT's links with business and industry while creating a dynamic environment for students.

The campus is linked with South Bank Parklands by the Goodwill Bridge (a pedestrian and bicycle bridge). Public transport options include regular ferries, trains and buses, as well as a free student bus service between QUT campuses.

## Kelvin Grove

Victoria Park Road, Kelvin Grove, Brisbane

- Creative Industries
- Education
- Health
- English Language, Foundation, Diploma and University Certificate in Tertiary Preparation (QUT International College)

The Kelvin Grove campus is the hub of innovative space and enterprise, housing the QUT Creative Industries Precinct, Institute of Health and Biomedical Innovation, and is adjacent to the Kelvin Grove Urban Village.

Known as QUT's 'hilltop' campus, Kelvin Grove is situated on a leafy rise just two kilometres from the Brisbane city centre and is where the QUT International College is based.

The campus is well serviced by buses, including the free student shuttle bus service, and is a 25-minute walk from the Roma Street Transit Centre.

## Contact us

**Queensland University of Technology**

2 George Street  
GPO Box 2434  
Brisbane Queensland 4001  
Australia

Phone +61 3 9627 4853  
Fax +61 3 9627 4863  
Australia Freecall 1800 181 848

Online enquiries

[www.qut.edu.au/international/enquire](http://www.qut.edu.au/international/enquire)

Email [qut.international@qut.edu.au](mailto:qut.international@qut.edu.au)

[www.qut.edu.au/international](http://www.qut.edu.au/international)



Queensland University of Technology  
Brisbane Australia

Australia's first business school  
with triple international accreditation



# International student fee and refund policy

## 1. Overview

- 1.1 This policy outlines QUT's principles and guidelines for the payment of international student fees and refunds. The policy complies with the requirements of the Education Services for Overseas Students (ESOS) Act 2000<sup>1</sup>, the ESOS National Code of Practice<sup>1</sup>, and observes the principles of Universities Australia Code of Practice in the Provision of Education to International Students<sup>2</sup>, and the National English Language Teaching Accreditation Scheme (NEAS)<sup>3</sup>.
- 1.2 All international students commencing and continuing their enrolment in any teaching period are required to pay tuition fees on a full fee paying basis, including those holding Australian bridging and temporary visas. An international student is defined as a student who does not hold citizenship of Australia or New Zealand, or an Australian Permanent visa.

## 2. Application Fee

- 2.1 There is an application fee payable on all international applications (F/FR forms). Exceptions include study abroad (SE form) and exchange applications, and those applications received by QUT staff or their delegates at promotional events, exhibitions, seminars and current QUT students. Applications from visiting students (V form) which are submitted by the published due date are not liable for an application fee, however a fee is payable for late lodgement.
- 2.2 The application fee paid will be deducted from the first teaching period's tuition fee when accepting an offer of a place at QUT (this section is currently under review).
- 2.3 There is a non refundable registration fee for English Language Program applications.

## 3. Fee Calculation

- 3.1 International tuition fees are set in accordance with QUT Student Rule 24(4), reviewed annually, published in QUT International publications, and in Table C on the QUT student services website, [www.studentervices.qut.edu.au/costs/calculate/schedule/table\\_c/index.jsp](http://www.studentervices.qut.edu.au/costs/calculate/schedule/table_c/index.jsp)
- 3.2 International tuition fees are determined at a unit level and normally increase each year. The total amount payable for each teaching period is the sum of fees for individual units. The exception is study abroad programs, which are charged on a flat rate semester basis. International course fees are published in Table C on the QUT student services website [www.studentervices.qut.edu.au/costs/calculate/schedule/table\\_c/index.jsp](http://www.studentervices.qut.edu.au/costs/calculate/schedule/table_c/index.jsp)
- 3.3 Transitional arrangements exist for certain students offered prior to 2008 who are charged on a pro rata basis according to the course fees for a standard course load in the applicable year.
- 3.4 International student tuition fees include course tuition fee, laboratory deposits (if applicable), airport reception upon arrival<sup>4</sup>, accommodation service (excluding homestay)<sup>4</sup>, and English language support<sup>4</sup>.
- 3.5 International student tuition fees do not include textbooks, Student Guild fees, Overseas Student Health Cover (OSHC), additional compulsory course costs<sup>5</sup>, computer costs, stationery, photocopying, food, accommodation, transportation, or leisure activities.

- 3.6 The finalisation of the number of credit points in which a student is enrolled takes place at Census date of each teaching period. The teaching periods are listed on the QUT website at: [www.studentervices.qut.edu.au/info/calendar/periods.jsp](http://www.studentervices.qut.edu.au/info/calendar/periods.jsp). The Census dates applicable to each teaching period are listed at: [www.studentervices.qut.edu.au/info/dates/census](http://www.studentervices.qut.edu.au/info/dates/census)
- 3.7 If students withdraw from subjects after the Census date of the teaching period in which they are enrolled, they will still be liable to pay the tuition fee for those subjects.
- 3.8 If students enrol in additional credit points they will be required to pay additional tuition fees at the equivalent rate per credit point or the published unit rate.
- 3.9 If students withdraw from units, they will be required to pay tuition fees for the remaining enrolled units at the equivalent rate per credit point or the aggregate of the published unit rates.
- 3.10 If students undertake subjects during a summer program they will be required to pay tuition fees for those subjects at the same credit point rate that would normally be charged or the published unit rate.
- 3.11 If students fail a subject and are required to repeat that subject, they will be charged the full equivalent rate per credit point or the published unit rate for that subject.
- 3.12 If a student withdraws from a double degree, or exits early (graduates) with one of the single degrees, and continues their enrolment in the remaining single degree, the fee payable will be as described in Section 3.2.
- 3.13 If students cancel/withdraw from their course for any period and re-enrol in a later session, they must pay the fees as described in Section 3.2.

## 4. Research Higher Degree Students (PhD, Professional Doctorate and Research Masters)

- 4.1 Most research students are able to commence their studies at any time in the year. Tuition fees will be adjusted on a monthly pro-rata basis for the first teaching period and any over-payment will be credited to the student's account for the second teaching period.
- 4.2 If students commence studies in January/February for semester one or July/August for semester two, they will be charged the full semester tuition fee. Teaching periods for research students are January to June and July to December. There is no summer semester for research students.
- 4.3 External research students may enroll on a full-time or part-time basis. Fees are charged in accordance with the published international tuition fee rates. These fees can also be charged on a monthly pro-rata basis.
- 4.4 Students who submit their thesis after the Census date for the teaching period will be required to be enrolled for that teaching period and to pay the pro-rata monthly tuition fee.

## 5. International Students on US FFEL Financial Aid Program

- 5.1 Students who are participants in the US Federal Family Education Loan Program (FFEL) are required to observe QUT's Fee and Refund policy, and the policies and regulations of the US Government in relation to this Program, including Title IV refunds. In the event of a Title IV refund, QUT will process the student's Title IV refund and then apply the QUT Fee and Refund policy. Once the Title IV refund is complete, students may then apply for a refund if there are additional fees in their account, or be liable for any outstanding fees in accordance with the QUT Fee and Refund policy. Information on US FFEL policies/regulations is available online: [www.studentaid.ed.gov/PORTALWebApp/students/english/index.jsp](http://www.studentaid.ed.gov/PORTALWebApp/students/english/index.jsp).

## 6. Fee Payment

- 6.1 Fees must be paid in Australian dollars, either in the form of a cheque or bank draft made payable to QUT, and drawn on an Australian branch of a recognised international bank or by telegraphic transfer or credit card (MasterCard, Visa and American Express accepted). Continuing international students can use BPay to pay their fees.
- 6.2 Commencing tuition fees are payable in advance. Fees payable for continuing teaching periods are due by the date stated on the Statement of Account accessed via student's on-line QUT Virtual/Personal Information. Email notification is forwarded to the student email account when the Statement of Account is available on-line. A late fee applies to payments received after the due date.
- 6.3 QUT can only accept payment for tuition fees and other associated course costs. QUT cannot accept payment for living or personal expenses.

## 7. Non Payment of Fees

- 7.1 Fees must be paid by the due date in order for enrolment in the current teaching period to be confirmed.
- 7.2 Failure to pay the required fees on time will result in an encumbrance against the student's record and suspension of access to all University Services. A late penalty fee will be levied on the outstanding amount. The student may be provided additional time to pay any outstanding fees, after which time the enrolment in the current and any future semesters will be cancelled. International student visa holders whose enrolment is cancelled for non payment of fees will be reported to the Department of Immigration and Citizenship in accordance with the National Code<sup>1</sup>.
- 7.3 If a student's enrolment is cancelled for non payment of fees, the fee liability will remain. Re-instatement of enrolment will only be possible after payment of all outstanding debts and approval from the Director, SBS. Readmission in a subsequent teaching period is subject to payment of all outstanding debts and meeting all admission requirements. If a student is readmitted, the tuition fees will be initially charged at the fee rate applicable for the year of their return to the course and thereafter described in Section 3..
- 7.4 If students are experiencing difficulties in making fee payments, special payment arrangements can be made in exceptional circumstances.

1 The ESOS Act and National Code of Practice can be viewed online at: [www.aei.gov.au/Regulatory-Information/Education-Services-for-overseas-students-esos-legislative-framework/national-code/Pages/default.aspx](http://www.aei.gov.au/Regulatory-Information/Education-Services-for-overseas-students-esos-legislative-framework/national-code/Pages/default.aspx)

2 The AVCC Code of Practice in the Provision of Education to International Students can be viewed online at: [www.universitiesaustralia.edu.au/page/policy---advocacy/international/code-of-practice](http://www.universitiesaustralia.edu.au/page/policy---advocacy/international/code-of-practice)

3 Information on NEAS accreditation can be viewed online at: [www.neas.org.au](http://www.neas.org.au)

## 8. Leave of Absence

- 8.1 Leave of Absence will only be approved for international student visa holders under exceptional medical or compassionate (bereavement) grounds (the National Code<sup>4</sup> Standard 13. Leave of absence is not normally available to commencing students. Tuition fees will not be charged if Leave of Absence is requested and approved prior to the start of the teaching period.
- 8.2 When returning from approved Leave of Absence to the same course, international students will be charged the fee rate applicable for the year of their return to the course and thereafter described in Section 3.

## 9. Refunds

- 9.1 **Course not commenced**  
Students commencing a new course who withdraw from that course before the commencement date of the teaching period:
- 9.1.1 **English Language Courses:**
- More than 28 days before the teaching period commences, will receive a full refund of all tuition fees paid for that course.
  - 28 days or less before the teaching period commences, 20% of the total unused tuition fees paid for that course will be retained.
  - If students have accepted a package program of English language course(s) and non English language courses, 10% of the non English course tuition fee is retained.
- 9.1.2 **All other students**  
All fees refunded, except 10% of the first teaching period's published tuition fee for that year.
- 9.2 **Course not commenced (exceptional circumstances)**
- 9.2.1 Exceptional circumstances may be accepted as grounds for a full or partial refund of fees for students who are unable to commence or cancel their course, subject to the provision of acceptable documentary evidence in support of the refund application. Exceptional circumstances may include: illness or disability, death of the student or a close family member (parent, sibling, spouse or child), or political, civil or natural event which prevents full payment of fees.
- 9.2.2 Students who are unable to obtain a visa for studying in Australia, or are unable to meet all of the conditions stated in the letter of offer, will receive a full refund of tuition fees on supply of appropriate documentation (eg. letter of visa rejection from Australian Diplomatic Mission).
- 9.3 **Cancel Course/Leave of Absence after Commencement (including continuing students)**
- Students who cancel their course, or successfully apply for Leave of Absence on or after commencement in the following teaching periods:
- 9.3.1 **English Language Courses**  
After commencement of the teaching period, will not receive a refund of tuition fees for that teaching period. Will receive the balance of any unused tuition fees, less 20% paid for other teaching periods in that course.
- If students have accepted a package program of English language course(s) and non English language courses, 10% of the non English course tuition fee is retained.
- 9.3.2 **Teaching periods of 6 weeks duration or less (except English language courses)**
- Within first 2 weeks of teaching period commencement date, will be charged 50% of the published tuition fee invoiced for that teaching period. Any remaining fees will be refunded.
  - After first 2 weeks of the teaching period commencement date, will not receive a refund of fees for that teaching period.
- 4 For all courses other than English language courses. Students undertaking English language courses pay a separate charge for airport reception and accommodation services. Service charges are non-refundable.

- 9.3.3 **Teaching periods of 12 weeks duration or more (except English language courses)**
- Within first 4 weeks of teaching period commencement date, will be charged 50% of the published tuition fee invoiced for that teaching period. Any remaining fees will be refunded. Continuing research higher degree students<sup>6</sup> will receive a full refund of fees.
  - After first 4 weeks of the teaching period, will not receive a refund of fees for that teaching period.
- 9.4 **Cancel Unit(s) after Commencement (excluding English language courses)**
- Students who withdraw from a unit on or after commencement in one of the following teaching periods:
- 9.4.1 **Teaching periods of 6 weeks duration or less**
- Within first 2 weeks of teaching period commencement date, will receive a full fee refund for that unit.
  - After 2 weeks of the teaching period commencement date, will not receive a fee refund for that unit.
- 9.4.2 **Teaching period of 12 weeks duration or more**
- Within first 4 weeks of teaching period commencement date, will receive a full refund of fees for that unit.
  - After 4 weeks of the teaching period, will not receive a fee refund for that unit.
- 9.4.3 **Unit withdrawal leading to no unit enrolment**
- If withdrawal from unit(s) results in no unit enrolment in a course, clause 9.3 applies.
- 9.5 **Offer Withdrawn by QUT**
- 9.5.1 If an offer of a place is withdrawn by QUT on the basis of incorrect or incomplete information being supplied by the applicant/student, QUT reserves the right to retain 10% of the first teaching period's published tuition fee for that year.
- 9.6 **Academic Exclusion**
- 9.6.1 Students who are not eligible to continue their course of study due to academic exclusion at the end of a teaching period, will be eligible for a full refund of any tuition fees paid for any future teaching periods, subject to any outstanding debts being paid.
- 9.7 **Australian Permanent Residency**
- 9.7.1 If Australian Permanent Resident status is obtained before the start of teaching in the offered course, the offer of a place as an international student will be withdrawn. Students will be considered for admission as a domestic (local) student in either a Commonwealth Supported Place, or full-fee paying domestic place in the same course, subject to course quotas, meeting all admission requirements for an Australian applicant, and the requirements stated in clause 9.7.3.
- 9.7.2 If Australian Permanent Resident status is obtained after enrolment and prior to the Census date for the teaching period in which enrolled, students will be considered for a Commonwealth Supported Place (subject to availability) or full fee paying domestic place in the same course subject to course quotas and the requirements stated in clause 9.7.3.
- 9.7.3 Students must provide original/certified documentary evidence of their Australian Permanent Resident status (visa date stamp in passport) and pay fees up front by the census date for the teaching period. Any remaining fees held in their QUT account can be refunded upon application. Students who are offered a Commonwealth Supported Place must complete a Request for Commonwealth Assistance form, by the census date of their first teaching period.

5 Information on the additional compulsory course costs is available at: [www.student.qut.edu.au/fees-and-finances/study-costs/additional-compulsory-course-costs](http://www.student.qut.edu.au/fees-and-finances/study-costs/additional-compulsory-course-costs)

- 9.7.4 If students fail to successfully complete all necessary requirements detailed in clause 9.7.3 by the census date of the relevant teaching period, they will remain an international student liable for international student fees, until the next teaching period.
- 9.8 **Provider Default**
- 9.8.1 Refunds in the circumstance where QUT defaults on providing the course are covered by the provisions of the ESOS Act 2000 and the ESOS Regulations 2001.

## 10 Payment of Refunds

- 10.1 Request for tuition fee refunds must be made on an International Refund (IR) Form, with appropriate supporting documentation and submitted to Student Business Services. The IR Form can be downloaded from the web: [www.student.qut.edu.au/forms](http://www.student.qut.edu.au/forms)
- 10.2 A refund can only be paid if QUT has received the money and it has been entered into its accounts, and all debts to QUT have been paid.
- 10.3 Refunds are normally paid in Australian dollars, and can be refunded offshore by telegraphic transfer, or transferred to another Australian education institution. Students requesting funds to be transferred to another Australian institution, must include full bank details for that institution.
- 10.4 Refund payments will be made within 28 days of submitting the completed IR Form and all required supporting documentation. If QUT is unable to provide the accepted course of study, or withdraws the offer of a place, a refund will be made within 2 weeks of that notification.
- 10.5 All refunds will be made payable to the student, except formally approved sponsored students. All refunds for sponsored students will be paid to the sponsoring body and not individually to the student.
- 10.6 Students who have paid extra fees may keep the credit balance in their account to offset tuition fees payable for the next teaching period.
- 10.7 English language program students with package offers who meet the English language entry score for their principal course at QUT but who have paid for more ELP classes, can have that extra payment transferred to their principal course.
- 10.8 Requests for refunds of Overseas Student Health Cover (OSHC) must be made directly to the student's OSHC provider.

## 11 Appeal Process

- 11.1 If a student is dissatisfied with the outcome of a refund request, or Cancellation for Non Payment of Fees, a written appeal can be made to the Director, Student Business Services, or if an English Language student, to the Director of Studies, English Language Programs.
- 11.2 If you are not satisfied with any decision made by QUT, or if you have any complaints about the services provided by staff of QUT, the University has a grievance resolution policy. Details can be accessed through the web based QUT Manual of Policy and Procedures at: [www.mopp.qut.edu.au/E/E\\_09\\_02.jsp](http://www.mopp.qut.edu.au/E/E_09_02.jsp). If you continue to be unhappy with these processes, you can use an external agency, such as the Queensland Ombudsman, to obtain an independent assessment.
- 11.3 In the event of a disputed refund amount, students have the right to pursue other legal remedies. QUT's student grievance procedure does not remove their right to take further action under Australia's consumer protection laws (ESOS Act 2000-Section 27-32, National Code<sup>1</sup> Sections 43-441).

6 Research higher degree students – students undertaking a PhD (Doctor of Philosophy), Professional Doctorates or Research Master degrees.