

5 May 2026

Mr [REDACTED]  
 Student  
 Springdale India - India - Mumbai  
 529 Mastermind 4, Royal Palms  
 Aarey Colony, Goregaon E, Mumbai 65  
 Mumbai 400065  
 INDIA

Dear [REDACTED]

Congratulations! We are pleased to provide you with an offer to study at the University of Tasmania. The details of your offer can be found below:

### Bachelor of Applied Science (Nautical Science) - Year 3 (Chief Mate Master - Deck) (23Q)

Course name:	Bachelor of Applied Science (Nautical Science) - Year 3 (Chief Mate Master - Deck)
Course CRICOS Code:	077531C
Campus:	Launceston
Attendance mode:	Full-time
Orientation Commences:	Please see Program Comments below for details.
Course start date:	1 February 2027
Course end date:	31 December 2027
Course duration:	1 years
Recognition of Prior Learning (RPL)	162.65 credit points

### Conditions

Your offer is subject to the conditions and requirements found below. Conditions specify when they need to be met and which course they relate to. You will be unable to enrol if you do not fulfil these conditions and requirements:

Condition	Required for
Successful completion of English for Academic Purposes 2 at the University of Tasmania with a minimum overall score of 60% and no skill below 55% OR IELTS (Academic) minimum overall score of 6.0 and no skill below 5.5 OR TOEFL (iBT) minimum overall score of 72 with skills not below: Reading 10; Listening 9; Speaking 16; and, Writing 19 OR PTE Academic minimum overall score of 50 with no skill below 42 OR <a href="#">Equivalent</a> . These test results must not be more than 24 months old.	Offer Acceptance
Please complete the attached Genuine Student Statement, setting out your reasons for undertaking your intended course(s) of study in Australia.	Offer Acceptance
Please note, we will notify you when you have successfully met all acceptance conditions related to this offer. Until you receive this notification you are advised not to make any payment of tuition deposit.	Offer Acceptance
Please provide evidence of financial capacity to be reviewed in our Genuine Student (GS) assessment. A copy of the financial matrix outlining the requirements has been attached to your offer.	Offer Acceptance
In order for us to complete a Genuine Student (GS) assessment, we require a copy of your Resume / Curriculum Vitae that lists your education and work history, a letter from your employer confirming your position and salary, and most recent bank statements showing where the salary is deposited. Bank statements must cover the most recent three months.	Offer Acceptance

### Fee Information

Your total course fees payable have been itemised in the 'Enrolment and Fee Schedule' attached. The attached schedule is part of this agreement. The Total Commencement Fee quoted in this offer letter is the amount you are required to pay to accept this offer.

*Tuition fees listed in your Letter of Offer are indicative only. These fees will be reviewed annually and are subject to change. The tuition fees you pay in future years will be those approved for the corresponding academic year, and may not be the same as the tuition fees listed in your Letter of Offer. If you accept a letter of offer prior to annual fee setting or defer a previous acceptance there may be outstanding payment due during your first semester. Tuition fees must be paid by the due date and students are not eligible for a payment plan in their first semester of study. You are strongly encouraged to regularly review the latest available tuition fee information at <https://www.utas.edu.au/study/scholarships-fees-and-costs#fees>*

For more information on Medibank Comprehensive Overseas Health Cover please go to <https://www.medibank.com.au/overseas-health-insurance/c/oshc-comprehensive/>

### Important Information

Please visit the [Orientation Program](#) website for full details of your induction and orientation program. Induction and orientation is compulsory if you are studying on campus. Check the website before you commence as induction and orientation dates may change after you have accepted your offer. Information relating specifically to your course, including key dates, is available in the Course and Unit Handbook [here](#).

If you intend to undertake the AMSA Oral Examination on completion of your course, you should ensure that you meet the AMSA requirements prior to commencing your studies in Tasmania. For further information visit [www.amsa.gov.au](http://www.amsa.gov.au).

If you have an existing medical condition or health problem and are concerned that this may cause problems with a career afloat, you are strongly advised to undergo the relevant State/Territory or National medical examination PRIOR to giving up employment.

If you intend to use qualifications gained at AMC to undertake a State/Territory or National regulators oral examination to gain a seagoing Certificate of Competency, you should ensure you meet the regulator's medical standard for employment on board vessels at sea.

If you intend to undertake an (AMSA) oral examination for a seagoing Certificate of Competency on completion of your course, you will be required to undertake a sea-time assessment with AMSA prior to the oral examination, as per AMSA Marine Orders 70, 71 or 72. To apply for AMSA Orals please use the following link: [AMSA Booking oral final assessments](#)

Students who hold a GMDSS licence from an administration of that country that is eligible for a Certificate of Recognition (COR) should apply to AMSA by completing AMSA419 [AMSA Seafarer form 419](#). If you are not eligible for a COR then you are required to complete the short course.

Please note AMSA do not accept STCW short course certificates that are issued by an overseas administration in ECDIS, Advanced Fire Fighting and Proficiency in Survival Craft. If you hold STCW short course certificates in Tanker Familiarisation (Oil & Chemical), Tanker Familiarisation (Liquefied Gas) and Ship Security Officer which have been issued by the administration of that country that is eligible to be recognised by AMSA, please submit the credit application form.

## Work Integrated Learning

The Bachelor of Applied Science (Nautical Science) includes 56 hours of Work Integrated Learning (WIL) per week for 72 weeks (totalling 4032 hours across the course), excluding any Recognition of Prior Learning that has been granted.

## How to accept your offer

### For direct applicants:

1. Read through this offer letter and the attached documents and ensure you are able to comply with the requirements, terms and conditions.
2. Login to the University of Tasmania Apply Online Service: ([student-utas.studylink.com/](#))
3. Go to your submitted application with the status 'Offer Made'.
4. Under 'Actions' go to 'Respond to Offer'.
5. Check your offer details and 'Accept Offer'.
6. Print, sign and upload the acceptance form before clicking the 'Accept Offer' button.
7. Pay the commencement fee detailed (once any acceptance and payment conditions have been met).

### For agents:

1. Please refer to the following link for instructions: <https://partner-support.studylink.com/space/PSD/2484535337/Responding+to+an+Offer>.

**Payment should not be made until you have accepted your Letter of Offer online.**

Tuition Fee Deposit	AU\$17196.00 <sup>**</sup>
Medibank Comprehensive Overseas Student Health Cover - 15 months of Single Cover	AU\$1042.75 <sup>^</sup>
<b>Total Commencement Fee:</b>	<b>AU\$18238.75*</b>

<sup>^</sup>The University will receive a commission from Medibank for organising your OSHC policy.

<sup>\*</sup>This amount has been adjusted to reflect any scholarship if applicable.

<sup>#</sup>A Student Services and Amenities Fee (SSAF) is incorporated into the annual tuition fee for international students (<https://www.utas.edu.au/study/scholarships-fees-and-costs/student-services-and-amenities-fee>)

The University of Tasmania (UTAS) is Australia's fourth oldest university and it is one of Australia's premier universities for teaching excellence, receiving more teaching awards than any other Australian university <sup>(1)</sup>.

The prestigious ShanghaiRanking's Academic Ranking of World Universities 2016<sup>(2)</sup> has placed UTAS in the top 300 universities worldwide. In addition, the QS World University Rankings By Subject <sup>(3)</sup> has placed UTAS amongst the world's top universities in a range of disciplines, with the University's Earth and Marine Sciences, and Agriculture and Forestry placed in the top 100 in the world, and Sociology, Geography, Environmental Studies, and Philosophy in the top 200. Furthermore, the Times Higher Education's World University Rankings has placed UTAS in its list of the 200 most international universities in the world universities <sup>(4)</sup>.

Yours sincerely,



**Kate Huntington** | Deputy Vice-Chancellor (Student Services and Operations)  
**University of Tasmania**  
Student Admissions  
PO Box 849  
Sandy Bay TAS 7006  
Australia

ABN 30 764 374 782 / CRICOS 00586B

<sup>1</sup> Australian Government Office of Learning and Teaching 2012-2015

<sup>2</sup> ShanghaiRanking's Academic Ranking of World Universities 2016

<sup>3</sup> QS World University Rankings by Subject, 2016

<sup>4</sup> Times Higher Education World University Rankings, 2016

## PERSONAL DETAILS (as they appear in your passport) - Please complete any missing information in BLOCK letters

Title: <b>Mr</b>	Gender: <b>Male</b>
Given name(s):	Date of birth:
Surname/family name:	Country of birth:
Contact phone number:	Citizenship:
Student ID:	Passport number:

## COURSE DETAILS

Course Code	Course Name	CRICOS	Orientation Date	Start Date
23Q	Bachelor of Applied Science (Nautical Science) - Year 3 (Chief Mate Master - Deck)	077531C	25 January 2027	1 February 2027

## CONDITIONS

You must fulfil the conditions listed on your offer letter prior to beginning study. **You will not be able to enrol if the conditions are not met.**

Please check your offer letter for the conditions and provide any required advice/documentation as soon as possible via the online application system.

## DECLARATION

I accept this Letter of Offer at the University of Tasmania. By accepting this Letter of Offer I have:

- Read, understood and accepted the details of the course(s) outlined in the Letter of Offer and on the University Course and Unit Handbook including information compulsory online or work-based training, placements, community-based learning, collaborative research training arrangements and any non-tuition fees that are applicable; and
- Read, understood and accepted the details outlined in Appendix A - Conditions of Acceptance; and
- Read and understood the International Refund Policy included within this Letter of Offer; and
- Sufficient funds to pay for the entirety of my course, the Total Commencement Fee, the health insurance and living costs outlined in the Letter of Offer; and
- Agreed to any advanced standing that has been applied to this offer.

PRINT STUDENT'S FULL NAME:

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STUDENT SIGNATURE:

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PARENT/LEGAL GUARDIAN SIGNATURE:

(Only required for students under 18 years of age)

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DATE:

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PASSPORT NUMBER:

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## Appendix A - Conditions of Acceptance

The student/the student's legal guardian<sup>1</sup> ('legal guardian') agrees:

1. That the student/legal guardian has read and understood the information about the course(s) the student is applying for; information about the University of Tasmania (the University) and the local environment in which the University is operating, including location of campuses and acknowledges that this information has also been made available to the student/legal guardian through the University's International Student website: [www.utas.edu.au/international](http://www.utas.edu.au/international).
2. That the student/legal guardian has sufficient funds to cover both tuition fees and living expenses for the entire course duration and may be required to provide the University with evidence of their financial capacity to meet these costs based on the information made available through the University's website: <https://www.utas.edu.au/study/apply/admission-requirements/genuine-student-requirements>.
3. To comply with the rules of admission, fee payment, refund and enrolment at the University.
4. Tuition fees for continuing enrolment are due on the specified due date.
5. For students studying on campus orientation is compulsory and the dates for orientation are specified in the Letter of Offer.
6. The student is required to abide by the statutes and regulations of the University (<https://www.utas.edu.au/policy>), and the regulations of the Department of Home Affairs (Home Affairs) regarding the student's visa (<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study>).
7. The student must show original academic transcripts to University staff, or its representative, to be sighted and recorded.
8. This offer is valid for the stated course start date. A deferral could result in a change in tuition fees and/or re-assessment of academic entry and scholarships.
9. The University retains the right to amend course structure and content as required.
10. The student must enrol in this course of study within 5 days of the course start date. If the student cannot start on this date they should contact the University to organise a re-negotiated start date. If the student fails to do so, the University may cancel the electronic Confirmation of Enrolment (CoE). This can affect the validity of the student's visa.
11. It is my responsibility to ensure that my enrolment is correct by the census date of the relevant study period.
12. I must have engaged in my units of study (as described in the Unit Outline, for example through attendance, submission of assessments, accessing of unit content, use of systems, etc.) to the satisfaction of the Dean by the semester census date, in order to illustrate reasonable endeavours to pass my units and ultimately succeed in the course in which I am enrolled. I must also continue to engage beyond the census date. If I do not display satisfactory commitment in either regard, the University reserves the right to cancel my enrolment.
13. I acknowledge that I can withdraw from my unit without financial penalty up to the census date, and can withdraw with financial penalty but without academic penalty up until the end of week 7, or equivalent for non-standard semesters.
14. I acknowledge that the University is obliged by law to provide enrolment information to the Australian Government. This may affect Centrelink and other Government payments.
15. For international students, a failure to engage will result in reporting to the Government which may impact visa compliance.
16. I must enrol by the published enrolment closing date for a semester.
17. In the event where the student has failed and is required to repeat any unit(s) the student may incur an additional tuition fees.
18. Sponsored students will be required to submit a letter of guarantee from their sponsor when they accept the Letter of Offer, detailing the length of sponsorship (start and end dates) and what is covered by the sponsorship e.g. tuition fees, health cover, stipend etc.
19. Information is collected on this form and during your enrolment in order to meet our obligations under the *Education Services for Overseas Students Act 2000* (ESOS Act) <https://www.legislation.gov.au/C2004A00757/latest/versions> and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 (the National Code 2018) <https://www.legislation.gov.au/F2017L01182/asmade/text> to ensure student compliance with the conditions of their visas and their obligations under Australian laws generally. The authority to collect this information is contained in the ESOS Act, the Education Services for Overseas Students Regulations 2019 (ESOS Regulations) and the National Code 2018. Information collected about the student on this form and during the student's enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities, state-based agencies and, if relevant, the Tuition Protection Service. In other instances information collected on this form or during the student's enrolment can be disclosed without consent where authorised or required by law. The student/legal guardian authorises the release of information contained in this agreement, their application form, any further information collected during the application process to such agencies. Any disclosures will be made in accordance with the *Privacy Act 1998*.
20. That the student has been provided with a description of the ESOS framework by the Australian Department of Education and Training (<https://www.education.gov.au/esos-framework>).
21. The student/legal guardian gives the University consent to access the student's visa status and study entitlements via the Visa Entitlement Verification Online (VEVO) Service.
22. The student cannot transfer to another institution within the time limit as stipulated in the student visa from the date of the student's arrival in Australia. If the principal course is less than the stipulated duration the student must remain at the University for the duration of that course. The University may approve a transfer in certain compassionate or compelling circumstances as prescribed under the ESOS Legislation and in accordance with the University's International Student Transfer Request Policy.
23. The student should advise the University of any disability or special needs prior to starting his or her course of study to ensure that the University is able to make adequate provision for the student's needs.
24. The student/legal guardian is responsible for keeping a copy of this agreement and receipts for any tuition or non-tuition fee payments.

<sup>1</sup> If the student is under 18 years of age at the time of this agreement, the student's parent / legal guardian should enter into this agreement on behalf of the student. If the student is under 18 years of age at the time of this agreement, and will not be living with a parent or Home Affairs-approved legal guardian in Tasmania, the student's Legal Guardian will be required to demonstrate to the University's satisfaction that the student has a guardianship/caregiver service that meets the University's standards, and that suitable accommodation and welfare arrangements have been made for the student. Alternatively, a student may request to be placed with a University recommended Care-provider Service.

## Visa Conditions

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The student/legal guardian understands that:

1. The student must abide by all visa conditions attached to their visa.
2. Under the National Code 2018 (Standard 8) students must ensure that they can complete their course within the duration stipulated in this offer and as indicated on their CoE. The University can extend a student's CoE in limited circumstances as outlined by the National Code 2018, or in accordance with any policies/procedures the University has in place that are required by the National Code 2018.
3. The student must make satisfactory academic course progress, in accordance with the ESOS Act, ESOS Regulations, the National Code 2018 and any policy or procedure the University has in relation to making satisfactory academic course progress.
4. The student must maintain adequate arrangements for health insurance during the student's stay in Australia and meet the costs of Overseas Student Health Cover (OSHC). The University is under no obligation to remind the student/legal guardian of the need to renew their insurance cover.
5. Students applying from Norway and most students from Sweden do not need to obtain OSHC because the Australian Department of Health and Aged Care has advised that these countries have a national health scheme or other arrangements that provide acceptable health insurance for them while they are overseas. For the OSHC requirement to be waived, Norwegian students should have documentation proving that they are covered by the Norwegian National Insurance Scheme. Swedish students should have proof that they have insurance provided either by CSN (the Swedish National Board of Student Aid) or by Kammarkollegiet. OSHC is available to Norwegian and Swedish nationals if they require it.
6. The student/legal guardian understands that if the student has any school-aged dependents accompanying the student to Australia, that they must attend school and that the student/legal guardian may be required to pay full fees if they are enrolled either in a government or non-government school.
7. You **must** notify the University of your residential address in Australia, email address, Australian mobile phone number and details of your emergency contact information within 7 days of arriving in Australia. You **must** notify the University of any changes to this information within 7 days of the change.
8. You **must** notify the University of a change of education provider within 7 days of receiving the CoE or evidence of enrolment.
9. The student must provide the University with the particulars of the student's guardian in Australia and the student's guardian contact details (if at the time the visa is granted, the student is less than 18 years of age).
10. The student/legal guardian understands that in accordance with the ESOS Act, the University is required to advise the Department of Home Affairs (Home Affairs) if the student does not meet the prescribed visa conditions.

## Recognition of Prior Learning

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Where course credits / advanced standing is granted in a course for specified units, or a specified component of a course, on the basis of previous study or relevant professional experience, the student agrees that:

1. Where units are unavailable due to time-tabling restrictions the student may be required to take up an additional semester at his/ her own cost.
2. Any advanced standing assessment included in your offer has been completed in accordance with the degree and major rules currently applicable.

More information about advanced standing and recognition of prior learning will be provided by the Faculty prior to enrolment.

### Visa Requirements

When acceptance and payment of the total commencement fee have been received, the University will issue you with a Confirmation-of Enrolment (CoE). The CoE is used to apply for a student visa. The student, or student representative, is responsible for applying for the student visa. The student will need to contact the Department of Home Affairs or their nearest Australian Embassy/Consulate to apply for their visa.

While meeting the University of Tasmania's academic and English entry criteria, you may be required to provide additional evidence to the Department of Home Affairs. This may include provision of an English language test. Please check the Department of Home Affairs Document Checklist Tool (<https://immi.homeaffairs.gov.au/visas/web-evidentiary-tool>) for a list of documentary evidence.

### Course Details

Every effort has been made to provide you with accurate course details. The University retains the right to amend course structure and content as required.

### Professional Registration

If you require professional registration in your home country it is your responsibility to ensure your course of study meets the necessary conditions of your home country.

### AHPRA English language requirements for graduates of Biomedical Science, Medicine, Nursing, Pharmacy and Psychology

All internationally qualified applicants for registration as a health practitioner in Australia, or applicants who qualified for registration in Australia but did not complete their secondary education in English, must demonstrate that they have the necessary English language skills for registration purposes.

All applicants must be able to demonstrate English language skills at specific IELTS academic levels and achieve the required minimum score in each component of the IELTS academic module, OET or alternatives specified in the standard and within the time period specified by AHPRA.

For further details that outline the IELTS score you require please visit <https://www.medicalboard.gov.au/Registration-Standards.aspx>

Students intending to undertake a course leading to registration with a National Board regulated by AHPRA should also refer to the Registration Standards of the relevant health profession for full details of the requirements for health practitioners and students. Some National Boards have registration standards, codes and guidelines in addition to those listed at the AHPRA website: <http://www.ahpra.gov.au/National-Boards.aspx>

### Tuition Fees

'Tuition fees' means fees paid that are directly related to the provision of a course.

Students enrolling at the University are required to pay all tuition fees for these units upon enrolment. In some cases the tuition fee deposit paid to accept an offer may be less than a full semester of tuition fees or may not cover units with a full year duration. Therefore you may be required to pay additional tuition fees upon arrival.

#### Fee Structure

Tuition fees quoted in offers are indicative and may be subject to change. From 2013 all international course fees have been indexed annually. The amount of indexation to be applied to course fees is determined on an annual basis. The indicative total tuition fee quoted in this Letter of Offer includes projected indexation over the duration of the course.

#### Tuition Protection Service

The Tuition Protection Service (TPS) provides support to eligible international students where an education provider is unable to deliver a course (provider default). In such cases, if the education provider is unable to meet its obligation to assist students to arrange alternative study, or to provide a refund of unspent tuition fees the TPS may provide assistance. More information about the TPS is available here: <https://www.education.gov.au/tps>.

### Non-Tuition Fees and Costs

'Non-tuition fees' means fees that are not directly related to the provision of a course.

#### Student Services & Amenities Fees

A Student Services and Amenities Fee (SSAF) is incorporated in the annual tuition fee for international students (<https://www.utas.edu.au/study/scholarships-fees-and-costs/student-services-and-amenities-fee>).

#### Living Costs

Living costs vary according to the type of accommodation and lifestyle of individual students. Study Australia provides a helpful calculator to estimate your cost of living in Australia (<https://www.studyaustralia.gov.au/en/life-in-australia/living-and-education-costs>). This cost is in addition to tuition fees. Students must have sufficient funds to cover both tuition fees and living expenses for the entire course duration.

#### Administrative Fees

The University does not currently charge administrative fees in the following situations: reassessment of study outcomes, deferral of study or late payment of tuition fees. Administrative fees are subject to change and you can review the latest available administrative fee information at <https://www.utas.edu.au/study/scholarships-fees-and-costs>.

#### Other Costs

We recommend that students allow up to about AU\$1,000 per year for study related costs such as text books, printing, specialist equipment, optional supplementary reading and academic program materials, field trips and excursion costs and research related expenses such as thesis preparation, printing and binding.

### Further Fee Information

Further information about tuition and non-tuition fees can be found at this link: <https://www.utas.edu.au/study/scholarships-fees-and-costs>.

### Payment

University of Tasmania utilises Convera payment services to process your tuition and associated fees. Please note that Convera does not process payments to, from or involving resident of Iran, North Korea, Cuba and the Crimea, Luhansk and Donetsk provinces of Ukraine. More information about sanctions and potential restrictions payments that can be processed is available at <https://www.convera.com/en-au/learning-center/articles/understanding-us-sanctions>.

### Looking to work in Australia while studying?

Information about visa conditions, finding work, volunteering and workplace culture is available here: <https://www.education.gov.au/international-education/support-international-students/rights-international-students-work>

## Employment

Students on student visas have work conditions attached to the visa. The student/legal guardian is responsible for understanding and abiding by these visa conditions. For further information on your visa conditions please refer to the conditions attached to your visa.

## Disability Services

The University provides services and support for students with disabilities. Details on services and support available can be found at: <https://www.utas.edu.au/uni-life/support-and-wellbeing/accessibility>

## Accommodation Services

The University has a wide range of accommodation options available for students at the Hobart and Launceston campuses. Information can be found via: <https://www.utas.edu.au/uni-life/accommodation>

## Complaints and Appeals

The University's Student Complaints Policy (<https://www.utas.edu.au/policy/policies>) outlines the University's commitment to maintaining a complaints process where issues are dealt with on their merit, and which works towards timely and effective resolution.

The University's Student Complaints Procedure (<https://www.utas.edu.au/policy/procedures>) outlines the steps to be taken by students who wish to make complaints about academic or administrative matters, University premises and facilities, or student services provided by the University.

Below is a summary of the contents of the procedure. Students should refer to the Procedure for full information on the University's complaints process.

1. Students are encouraged, where appropriate, to first raise their complaint directly with the person or area related to the matter of concern.
2. Where a complaint has not been resolved informally or it is not appropriate to do so, students can make a formal complaint through the channels noted in the Student Complaints Procedure.
3. Within 2 working days of receiving a complaint, a Safe and Fair Community Unit (SaFCU) Officer will acknowledge it and provide information to the student on the next steps, including available support and advocacy services.
4. Within 5 working days of receiving the complaint, a SaFCU Officer will undertake a preliminary assessment.
5. Where a complaint is to be investigated, a SaFCU Officer will refer it to an appropriate person and inform the student in writing. The appropriate person will normally provide a decision to the student within 30 days of receiving the complaint. More complex matters may take longer.
6. If a student remains dissatisfied with the outcome of their complaint, they may seek to appeal the decision on certain grounds. Appeals must be sent to SaFCU within 10 working days of the student receiving the decision.
7. Within 5 working days of receiving an appeal request, a SaFCU Officer will consider the appeal request.
8. Where possible, consideration of the appeal will be completed within 10 working days. If this is not possible, the student will be kept informed as to expected timeframes.
9. The student will be notified in writing of the decision of the appeal, the reasons as to why the decision is to be upheld or why a different outcome will apply.
10. If a student continues to be dissatisfied with the outcome of their complaint, they may refer the matter to an external agency, for example, the National Student Ombudsman or the Tasmanian Ombudsman.

The availability of complaints and appeals processes does not remove the right for a student to take action under Australia's consumer protection laws.

## Appendix C - International Student Fee Refund Procedure

Version 6 View this Procedure online (<https://www.utas.edu.au/policy/procedures>)

### Purpose

This procedure describes how a commencing international student can be considered for a refund of tuition fees paid for a course and Overseas Student Health Cover including:

- a. eligibility for a refund
- b. how to apply for a refund
- c. how applications are assessed
- d. how refunds are paid
- e. how a student can ask for review of a decision in relation to a refund.

### Applicable governance instruments

Instrument	Section	Principles
<i>Student Fees Policy</i>	1 Student Fees	1.1-1.3
	3 Refund of fees and remission of debt	3.1-3.2
<i>National Code of Practice for Providers of Education and Training to Overseas Students, 2018 (Cth)</i>	Standard 2: Recruitment of a student Standard 3: Written Agreement	N/A
<i>Education Services for Overseas Students (Calculation of Refund) Instrument 2024</i>	N/A	N/A

### Procedure

#### 1. Background

The University's *International Student Fee Refund Procedure* provides a student centric, contemporary, and transparent approach to meeting the special needs of our commencing international students who have paid tuition fees for a course and/or Overseas Student Health Cover but do not commence their study. The University requires international students to pay a deposit at the time they accept their course offer. The amount payable is outlined in their Letter of Offer and consists of the following:

- Deposit towards their first study period.
- Overseas Student Health Cover for the length of their student visa (if the student uses the University's preferred provider).

Any outstanding tuition fees for the initial and subsequent study periods are to be paid by the due date in accordance with the University's Key Dates (<https://www.utas.edu.au/key-dates>).

The objectives of this procedure are to ensure that:

- International students are provided with clear and accessible information regarding the University's refund process.
- Students' requests for refunds are acknowledged and assessed in a timely, fair and equitable manner, and consistent with relevant Federal legislation.
- The University aims to achieve the best possible outcome for students.

#### 2. Refundable Fee Types

2.1. This procedure applies to refunds of the following fee types:

- a. tuition fees pre-paid before course commencement or in credit
- b. tuition fees paid where the University is unable to deliver the course
- c. Overseas Student Health Cover where:
  - i. the University is arranging cover on the student's behalf through its preferred health fund provider; and
  - ii. the student has not arrived onshore in Australia.

2.2. Students who have:

- a. arranged their own Overseas Student Health Cover; or
  - b. arrived onshore in Australia
- will need to apply for a refund of Overseas Student Health Cover directly through the health fund provider.

2.3. Where an application fee is charged by the University, this fee is non-refundable.

#### 3. Eligibility for a Refund

3.1. An international student will be eligible for a tuition refund if the University is unable to deliver their course, including where the course:

- a. does not commence on the agreed start date or at the agreed location as outlined in the Letter of Offer; or
- b. ceases to be offered at any time after the commencement date but before the completion date; or
- c. is not provided in full due to conditions imposed on the course by the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS); or
- d. has been cancelled or suspended and the student has not withdrawn or accepted a place in another course beforehand.

The Student Services team will notify the student as soon as possible that the course cannot be delivered and offer the student the following options:

- i. to transfer their unspent tuition fees to an alternative course at no additional cost; or
- ii. a 100% refund of their unspent tuition fees and a release letter (to enable them to undertake study with another provider).

3.2. If a student has had an application of remission approved they will be eligible for a refund. See the *Remission of Student Debt Procedure* for further information on how continuing international students can apply for remission.

3.3. In all other cases, to be considered for a refund, a student must:

- a. be a commencing international student (i.e. an international student who is yet to complete 50 credit points of study (Pass or Fail); and
  - i. be approved for course withdrawal and/or transfer to another institution/provider (see section 4.4); or
  - ii. have had their Confirmation of Enrolment (CoE) cancelled by the University; or

b. be a continuing international student (i.e. an international student who has completed 50 credit points of study) who has funds in credit.

#### 4. Applying for a Refund

4.1. Where a student is eligible for a refund under sections 3.1 or 3.3, the student is required to submit a 'Request for Refund' application. The application should be submitted as soon as possible, because depending on the circumstances, the refundable amount can decrease over time (see section 5.5).

4.2. The 'Request for Refund' application is available in the Student Portal. For the application to be considered finalised, the student must:

a. meet the eligibility outlined in sections 3.1 or 3.3.

b. in their application, outline the reasons for requesting the refund which might include:

i. the student intends not to commence their course, withdraws from their course, or does not receive a visa.

ii. the student does not meet the Genuine Student (GS) requirement (due to their potential circumstances in Australia, value of the course to their future, their immigration history, the intention of their parent, legal guardian or spouse if they are a minor, or any other relevant matters).

iii. the student did not commence their course or progress in a course due to compassionate or compelling circumstances.

c. include all relevant supporting documentation that the student would like considered, and that supports the reason/s for requesting a refund. This might include Department of Home Affairs advice, medical documentation, death certificate, bank statement. See Schedule B.

d. provide bank account details and supporting evidence to verify the account provided (see section 6).

e. declare that the application and any supporting documents are truthful and genuine.

4.3. Applications must be submitted by the student requesting the refund and must be emailed from the student's university email address (preferred) or an email address registered with the University (e.g. the email address the student used on the application for admission). Applications for refund may also be submitted by the student's agent however the Fees Team must verify that the email address is associated with the agency and the student's admission record.

4.4. If the student is withdrawing from their course or transferring to another university or provider, they must also complete a 'Request for Course Withdrawal Form' or a 'Request for Release Form'. See the *International Student Request Transfer Procedure* for further information. The outcome of this application must be finalised first before the refund can be considered.

4.5. If the student is still overseas and their health cover was arranged by the University, the student should include a request for refund of their health cover in their Fee Refund application. Otherwise, a refund for this will need to be requested directly from their health cover provider.

4.6. The refund assessment process will start when the Fees Team receives a finalised 'Request for Refund' application (see section 4.2).

#### 5. Assessment of Refunds

5.1. Applications for refunds are ordinarily assessed by the Fees Team. Applications must be assessed in a timely manner (normally within 28 calendar days upon receipt of a complete application). This timeframe may be affected by University closure over the Christmas/New Year period. If the assessment of an application takes longer than 28 calendar days, the Fees Team will advise the student and keep them informed of the status of their application.

5.2. When assessing the application, the Fees Team may ask the student to provide additional supporting evidence (for example a medical certificate) which may result in the assessment time frame being longer than 28 days. A student can also provide further documentation while their application is being assessed.

5.3. The following general principles apply to the assessment of all refunds:

a. For packaged offers (e.g. English Language Course + degree course), each course of the package is considered as a separate course for refund purposes and will be assessed accordingly.

b. A 'course' for the English Language Centre (ELC) means the total study period as outlined in the Letter of Offer.

c. Any pre-paid tuition amount paid over the required deposit outlined in the Letter of Offer (i.e. overpayment) will be refunded in full, minus any applicable fees (see section 6.6).

d. Students who are unable to commence their studies in their first study period may be eligible to defer their place to the next available course intake. If a deferral is granted, all paid tuition fees will be transferred to the new study period.

e. If a student has multiple course offers (i.e. deferred offers), a refund will be assessed against the last accepted course offer.

f. Students who change their international visa sub-class will be considered a withdrawal for refund purposes.

g. A 100% refund minus any applicable fees (see section 6.6) will be given in the following circumstances:

i. students who have not arrived in Australia applying for a refund of Overseas Student Health Cover; or

ii. the University is unable to deliver a student's course; or

iii. continuing students applying for a refund of tuition fees paid in credit.

h. No refund will be given in the following circumstances:

i. where the information or documentation provided by the student or their agent cannot be independently verified, or the student is considered to be non-genuine based on the provision of fraudulent or misleading documentation or evidence; or

ii. where the funds received have involved fraud and/or resulted in a chargeback; or

iii. where a visa is denied or cancelled on grounds of fraud; or

iv. where a CoE is withdrawn on grounds of fraud; or

v. where a request for release/transfer to another provider is refused; or

vi. where the student withdraws from the course after the census date; or

vii. where the student is excluded due to academic misconduct; or

viii. where the student's CoE or student visa is cancelled due to non-compliance; or

ix. where no Fee Refund Request Form or an incomplete refund application is received.

5.4. Refund for quota courses (i.e. courses that have a limited number of places available such as Medicine) will also be assessed in accordance with the student's Letter of Offer which will also detail the terms and conditions relating to the funds, including that the deposit might be non-refundable.

5.5. The refundable pre-paid tuition fee amount depends on why the refund is requested and when the request is submitted (see Schedule A) and is calculated as follows:

**a. Visa related – If the student withdraws prior to or does not commence on the agreed start date due to their student visa application being refused and documentary evidence from the Department of Home Affairs is provided:**

Eligible students who submit a Request for Refund will be entitled to a full refund of any pre-paid tuition fees, less a cancellation charge of 5% or \$500 whichever is lesser. A bank fee may also apply (see section 6.6).

**b. Visa related – If the student is unable to commence on the agreed start date due to their student visa not being granted in time, provides documentary evidence stating that their visa application was submitted at least 28 days prior to the agreed start date prior and has subsequently withdrawn their application from the Department of Home Affairs:**

Eligible students who submit a Request for Refund will be entitled to a full refund of any pre-paid tuition fees, less a cancellation charge of \$500. A bank fee may also apply (see section 6.6).

**c. Unable to meet conditions/GS requirement – If the student is unable to meet the conditions as set out in their Letter of Offer or does not meet the GS requirement post acceptance:**

Eligible students who submit a Request for Refund at any stage during the first study period will be entitled to a full refund of any pre-paid tuition fees, less a cancellation charge of \$500. A bank fee may also apply (see section 6.6).

**d. Change of mind – If the student withdraws from their course due to reasons other than those listed above:**

- i. Eligible students who submit a Request for Refund before the first day of their first study period will be entitled to a refund of any pre-paid tuition fees, less a cancellation charge of \$1000. A bank fee may also apply (see section 6.6).
- ii. Eligible students who submit a Request for Refund on or after the first day of their first study period but before or on the census date of their first study period will be entitled to a 50% refund of any pre-paid tuition fees. A cancellation charge of 50% will apply. A bank fee may also apply (see section 6.6).
- iii. Eligible students who submit a Request for Refund after the census date of their first study period will receive no refund of any pre-paid tuition fees.

**e. Deferral – If the student is granted a deferral to the next available intake of their course, but then withdraws:**

- i. Eligible students who submit a Request for Refund before or on the census date of the deferred study period will be entitled to a 50% refund of any pre-paid tuition fees. A bank fee may also apply (see section 6.6).
- ii. Eligible students who submit a Request for Refund after the census date of the deferred study period will receive no refund of any pre-paid tuition fees.

**f. Special Circumstances – If the student did not commence their course or progress in a course due to 'compassionate or compelling circumstances':**

- i. The University may approve a Request for Refund at any stage during their first study period if the student can demonstrate that compassionate or compelling circumstances beyond the student's control impacted on their ability to commence or progress in a course. The amount refunded will normally be 100% of any pre-paid tuition fees, less a cancellation charge of \$1000. A bank fee may also apply (see section 6.6).

Examples of compassionate/compelling circumstances include, but are not limited to:

- ii. serious illness, injury or death of the student;
- iii. serious illness or death of an immediate family member;
- iv. severe and unexpected financial hardship that has impacted the student's ability to pay their tuition fees;
- v. major political upheaval or natural disaster in the home country of the student and is likely to impact the student's ability to commence or continue their studies.

Circumstances within the control of the student or circumstances that have not directly impacted on the student's capacity to commence their course or progress in a course will not be considered as compassionate or compelling circumstances, for example:

- vi. failure of a student to understand or seek clarification of university requirements as specified in its policies, processes and rules (for example, if a student misreads the University's Key Dates (<https://www.utas.edu.au/key-dates>) page or information outlined in their Letter of Offer);
- vii. any delay by the student in checking correspondence sent by the University;
- viii. conflicts of priorities which are to be expected in the normal course of the student's study, for example unable to commence/continue study due to family or work commitments;
- ix. events that could have been prevented, for example failing to submit a Request for Refund by the due date.

5.6. Once the application has been assessed, the Fees Team will notify the student in writing of the refund decision. This will include the following:

- a. the outcome and reason; and
- b. the amount to be refunded, if applicable; and
- c. the timeframe for the funds to be returned, if applicable; and
- d. the process for a review (if the student is dissatisfied with the decision) (see section 7).

## 6. Payment of Refund

6.1. The University's Finance Team will refund to the source account that was used to pay the tuition fees or health cover. In the event that the source account does not belong to the student, or the fees cannot be returned to the source account, the refund may be paid to the student's bank account upon verification (see 6.2).

6.2. The account is verified by the Fees Team prior to payment of the refund. The Fees Team will request the student or agent to provide documentation showing payment of the deposit.

6.3. The Fees Team may suspend or cancel the payment of a refund if the account details cannot be verified.

6.4. In the event that the student is deceased, the personal legal representative of the Deceased Estate must apply for any payments which are to be refunded. The administrators must supply details about who the refund is payable to. The University reserves the right to request official documentation to support any such claims.

6.5. Refunds paid into overseas bank accounts will be converted from Australian dollars into the currency of the country where the bank account is held. If the local currency is not available, the amount will be converted into US dollars. Foreign currency exchange rates are outside of the University's control. These are highly variable and fluctuate frequently. There are different buying and selling rates, as well as interbank rates, all of which are available online. These rates are reported as daily averages and provide an approximation of the exchange rate at any given moment. Historical exchange rates found online may not be comparable to the specific rate that was available when a refund payment is processed.

6.6. Refunds paid into an overseas bank account will attract a bank fee. This will be deducted from the refund amount. A student's overseas financial institution may also charge other amounts, including but not limited to, currency conversion fees.

## 7. Review of Refund Decision

7.1. If a student is dissatisfied with the decision in relation to their refund, the student can request a review by the Student Fees Team on the following ground:

- a. that there has been a procedural or administrative error in reaching the decision on the refund (for example the final refund figure has been miscalculated, or there has been an error in assessing the refund).

7.2. To request review, the student will need to email [u.connect@utas.edu.au](mailto:u.connect@utas.edu.au) within 28 calendar days from the date the refund decision was sent:

- a. explaining the grounds for review; and
- b. providing evidence in support.

7.3. Requests for review will only be considered if a student can provide new or additional supporting documentation (outside of what was originally provided). The Fees Team may also ask the student to provide additional documentation or evidence.

7.4. The Fees Team will promptly review the refund decision and notify the student in writing of the outcome and reason (normally within 28 days of the request). If the review of a refund decision takes longer than 28 days, the Fees Team will advise the student and keep them informed of the status of their review.

7.5. If the student's request for review is successful, the notification will include:

- a. the amount to be refunded; and
- b. the timeframe for the funds to be returned.

7.6. If the request for review is unsuccessful, the student will be advised that they can request review by an external body, such as National Student Ombudsman ([www.nso.gov.au](http://www.nso.gov.au)) or Ombudsman Tasmania ([www.ombudsman.tas.gov.au](http://www.ombudsman.tas.gov.au)).

#### Related procedures

*International Student Tuition Fee Procedure*

*International Student Transfer Request Procedure*

*Remission of Student Debt Procedure*

#### Versions

Versions of this procedure and the details of their approval are as per the following table:

Version	Action	Approved by	Business Owner	Approval Date
1	Approved	Chief Marketing Officer	Executive Director, Student Operations	21 December 2020
2	Approved	Vice-President, Strategy, Marketing and Finance	Director Student Systems and Administration	30 March 2022
3	Approved	Vice-President, Strategy, Marketing and Finance	Executive Director, Student Services Manager, Student Administration	30 March 2023
4	Approved	Deputy Vice-Chancellor, Student Services & Operations	Executive Director, Student Services Manager, Student Administration	28 March 2024
5	Approved	Deputy Vice-Chancellor, Student Services & Operations	Executive Director, Student Services Manager, Student Administration	27 March 2025
6	Approved	Deputy Vice-Chancellor, Student Services & Operations	Executive Director, Student Services Manager, Student Administration	30 July 2025

\* Currency of procedures is confirmed annually. For the details of when this procedure was last confirmed as current, visit the version history page ([www.utas.edu.au/policy/procedures/version-history/people/student-fees/international-student-fee-refund-procedure-versions](http://www.utas.edu.au/policy/procedures/version-history/people/student-fees/international-student-fee-refund-procedure-versions)).

Schedule A – Pre-Paid Tuition Fee Refund Eligibility Table

Time of Withdrawal	Circumstances								
	1 <sup>st</sup> Study Period								
	Student <sup>2</sup>							University	
	Student Visa Refusal <sup>a</sup>	Student Visa not granted on time <sup>a</sup>	Unable to meet conditions Does not meet GS requirement	Change of Mind	Circumstances involving fraud Non-compliance with visa conditions Misconduct	Release/Provider transfer Refusal	Granted a deferral to a future study period but then withdraws from course	Special Circumstances <sup>a</sup>	Any circumstances where the University is at fault
Before first day of first study period <sup>b</sup>	100% less 5% or \$500 cancellation fee, whichever is lesser	100% less \$500 cancellation fee	100% less \$500 cancellation fee	100% less \$1,000 cancellation fee	0%	0%	50%	May apply	100%
On or after first day of first study period, but before or on census date	100% less 5% or \$500 cancellation fee, whichever is lesser	100% less \$500 cancellation fee	100% less \$500 cancellation fee	50%	0%	0%	50%	May apply	100%
After census date	100% less 5% or \$500 cancellation fee, whichever is lesser	100% less \$500 cancellation fee	100% less \$500 cancellation fee	0%	0%	0%	0%	May apply for Remission	100%
	From 2 <sup>nd</sup> Period of study <sup>a</sup>								
	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

1. Non-quota courses only. If the course has quota limit, please refer to the Letter of Offer.
2. Full or partial refunds due to student related circumstances may also incur a bank fee which will be deducted from the final amount to be refunded.
3. Refer to *Remission of Student Debt Procedure*.
4. Supporting evidence required.

Schedule B – Compassionate or Compelling Circumstances Table

	Circumstances	Supporting documentation required <sup>1</sup>
a	Serious illness, injury or death of the student	Medical certificate or death certificate
b	Serious illness or death of an immediate family member (parent or sibling)	Medical certificate or death certificate, and evidence to prove student's relationship to the family member
c	Severe and unexpected financial hardship that has impacted the student's ability to pay their tuition fees	Bank statement and letter from authorised officer at student's financial institution
d	Major political upheaval or natural disaster in the home country of the student and is likely to impact the student's ability to commence or continue their studies	Personal statement from student only, noting that such major events would be identified from news or social media

<sup>1</sup> The University reserves the right to request additional supporting documentation (for example death certificate with a QR code) to ensure a fair and transparent assessment.

## Appendix D - Institution Terms and Conditions

### In relation to my enrolment I acknowledge that:

- It is my responsibility to ensure that my enrolment is correct by the census date;
- I must have engaged in my units of study (as described in the Unit Outline, for example through attendance, submission of assessments, accessing of unit content, use of systems, etc.) to the satisfaction of the Dean by the semester census date, in order to illustrate reasonable endeavours to pass my units and ultimately succeed in the course in which I am enrolled. I must also continue to engage beyond the census date. If I do not display satisfactory commitment in either regard, the University reserves the right to cancel my enrolment;
- I acknowledge that I can withdraw from my unit without financial penalty up to the census date, and can withdraw with financial penalty but without academic penalty up until the beginning of week 7, or equivalent for non-standard semesters;
- I acknowledge that the University is obliged by law to provide enrolment information to the Australian Government. This may affect Centrelink and other Government payments;
- For international students, a failure to engage will result in reporting to the Government and impact visa compliance; and
- I must enrol by the published enrolment closing date for a semester.

### Institution Terms and Conditions:

The University of Tasmania collects, stores and uses personal information, including student images, for the purposes of:

- administration of the student's enrolment and progress in their study;
- the provision of other services to the student by the University; and
- to comply with the Higher Education Support Act 2003, the Education Services for Overseas Students (ESOS) Act 2000 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018.

All information and images are:

- collected and stored on a secure server;
- only accessed by University staff for the purposes for which they have been collected; and
- will only be used or disclosed in accordance with the University of Tasmania Privacy Policy at <https://www.utas.edu.au/privacy>.

I understand that:

- I have the right to access my personal information held by the University in accordance with the Right to Information Act 2009 (Tas);
  - I understand that I may make a Right to Information request to access my information and I am able to do so by following the information provided here: <https://www.utas.edu.au/legal-services/compliance/right-to-information>.
- It is my responsibility to ensure that my enrolment is correct by the census date;
- I agree to pay all fees, levies and charges within the specified timelines;
- In relation to my enrolment I acknowledge that:
  - It is my responsibility to ensure that my enrolment is correct by the census date;
  - I must have engaged in my units of study (as described in the Unit Outline, for example through attendance, submission of assessments, accessing of unit content, use of systems, etc.) to the satisfaction of the Dean by the semester census date, in order to illustrate reasonable endeavours to pass my units and ultimately succeed in the course in which I am enrolled. I must also continue to engage beyond the census date. If I do not display satisfactory commitment in either regard, the University reserves the right to cancel my enrolment;
  - I acknowledge that I can withdraw from my unit without financial penalty up to the census date, and can withdraw with financial penalty but without academic penalty up until the end of week 7, or equivalent for non-standard semesters;
  - I acknowledge that the University is obliged by law to provide enrolment information to the Australian Government. This may affect Centrelink and other Government payments;
  - For international students, a failure to engage will result in reporting to the Government and impact visa compliance; and
  - I must enrol by the published enrolment closing date for a semester.
- I will receive information and notices in relation to my course of study or general information via my University e-mail account;
- I am required to abide by the University Ordinances, Rules, Policies and procedures;
- I am aware of the conditions under which I can use the University's Information Technology facilities and I accept responsibility to obtain and read the relevant documents;
- I understand that the email service may be delivered using cloud services from another provider (e.g. Microsoft) with data centre hosted overseas;
- I consent to UTAS disclosing my personal information to a person or body external to UTAS where:
  - Disclosure is required or permitted by law, or is required to fulfil necessary reporting requirements to Commonwealth and/or state government departments, or statutory bodies, including Centrelink;
  - Disclosure is made necessary for reasons associated with my enrolment at UTAS, and including:
    - For the purposes of other institutions involved in the delivery of my course of study or delivery of graduation documents to me electronically;
    - For the purposes of providing me with careers advice, services and development, which will benefit me as a student;
    - For the purposes of disclosure to external organisations such as professional bodies, if the disclosure is necessary in order for me to undertake learning in a workplace;
    - For the purposes of providing information to third parties contracted to administer surveys of students and graduates on behalf of the University for the purposes of being part of the UTAS Alumni database upon graduation to foster alumni relations;
    - For the purposes of being part of the UTAS Advancement Office database to engage with and support the university in the future; and
    - Any other circumstances in accordance with the UTAS Privacy Policy at <https://www.utas.edu.au/privacy>.
- I authorise UTAS to obtain official records from any educational institution I have attended to enable my application to be considered. Where necessary QualSearch will be engaged to access this academic information. I understand that UTAS is not responsible if any educational body/institution does not supply these records. I understand that the results of the search will be made available to me on request and that an audit of this authority may also be undertaken; and
- I acknowledge I have read and understood the University's Privacy Policy.

I declare to the best of my knowledge and belief the information given in this form is correct and complete in every detail.