Further to the offer of admission you have received from the Universities Admissions Centre (UAC), please find following information on commencement and orientation and instructions on how to accept your offer.

**COURSE DETAILS:**
Please refer to the letter from UAC for your Course Offer Summary.

Your offer of admission and the information contained in this letter of offer remains valid only for the academic intake for Semester 1 2011.

Compulsory Orientation Date: Thursday, 10 February 2011
Compulsory Enrolment Date: Monday, 14 February 2011
Commencement Date: First Half Year, 2011 – 21 February 2011

**FEE DETAILS:**
Undergraduate Tuition Fee: Please refer to specific course information at http://www.international.mq.edu.au/study/undergraduate

Estimated Total Tuition Fees: Each year of enrolment you will be liable for a tuition fee. This will increase each year.

Commencement Fee: AU$14,500 (a deposit towards Tuition Fees)

Overseas Students Health Cover (OSHC):
- 38 Months: AU$1,255 (if single), or AU$2,510 (if family)
- 50 Months: AU$1,650 (if single), or AU$3,300 (if family)
- 62 Months: AU$2,070 (if single), or AU$4,140 (if family)

If you have any queries concerning your offer please contact:

UAC International Admissions
Macquarie International
Macquarie University

Email: UACAdmissions@mq.edu.au
Phone: 61 2 9850 6486
Fax: 61 2 9850 7733
INSTRUCTIONS ON HOW TO ACCEPT YOUR OFFER

Applicants located outside of Australia who are from Assessment Level 3 and 4 countries must apply for a Pre-Visa Approval (PVA) after receiving a letter of offer. Please refer to the Department of Immigration and Citizenship to determine your assessment level (www.immi.gov.au/students).

These applicants must not send payment until they have received their PVA letter from the Australian Embassy. Upon receiving your PVA, please refer to Steps 1 to 4.

1. Sign the Acceptance of Offer (page 5) and retain a copy for your records.

2. Complete the Payment and eCoE form (page 6).

3. Pay your Commencement Fee and your Overseas Student Health Cover (optional if you already have valid OSHC) using one of the payment methods detailed on the Payment and eCoE form.

4. Fax the following documents to Macquarie International (61 2 9850 7733) or email to UACAdmissions@mq.edu.au:
   - The UAC letter of offer
   - Completed Acceptance of Offer form
   - Completed Payment and eCoE form and
   - Evidence of your payment
   - If you have an existing OSHC policy, evidence of OSHC covering full duration of your Student Visa
   - PVA Assessment Outcome (where applicable)

OR

Mail (post) the original documentation to the following address:

UAC International Admissions
Macquarie International
Building E3A, Level 1
Macquarie University
North Ryde NSW 2109
Australia

HOW TO PAY YOUR TUITION FEES:

Tuition fees may be paid by any of the following methods – please note that personal cheques cannot be accepted:

1. ONLINE: Credit Card payments can be made at www.onlinepayments.mq.edu.au/payment.asp. Select Payment Type: Other Fees.

2. TELEPHONE: Payment by Credit Card (MasterCard and VISA only) can be made by calling 1300 301 043 (24 hours). Please have your student number ready (located on the top left-hand corner of your letter of offer) and record the receipt number on the Payment and eCoE Request Form.

3. BPAY: The Biller Code is 50443 and the reference number is your student ID.

4. BANK DRAFT OR BANK CHEQUE
   Payment should be made in Australian (AU) dollars by international bank draft or bank cheque and made payable to Macquarie University. Please note that personal cheques are not acceptable. The originals of your draft or cheque must be sent by secure mail or courier Macquarie International to the Address referred to above.

5. IN PERSON:
   Fees may be paid in person to the University cashier located in the Lincoln Building on the university campus. The cashier’s hours are 9.00 am to 5.00 pm Monday to Friday. Please note that only payments made by credit card and/or bank draft/bank cheque will be accepted. After payment please ensure that you complete this Payment and eCoE Request Form and bring this, along with your receipt, to Macquarie International.

Please note that certain academic programs may have limited places or a quota for the number of students accepted. A quota may be reached and programs may be full prior to the acceptance deadline. You are encouraged to accept this offer as soon as possible to reserve your position in this course.
TERMS AND CONDITIONS OF OFFER

I acknowledge that the University assumes that the information provided by me to support my application for admission is accurate and true and the provision of false information or lack of disclosure may lead to the cancellation of my enrolment and that the University will report any such activity to the relevant authority.

I acknowledge that the costs quoted for the intake referred to on page 1 and course descriptions printed in this offer are accurate as at the date of this letter and apply only for the duration of any enrolment in the program offered to the student.

I have read the attached Macquarie University International Refund Policy which forms part of this agreement and agree to accept the terms and conditions of the policy. In addition, I accept that the University reserves the right to alter this policy without prior notification.

I acknowledge that all costs given in this letter are accurate as at the time of offer. The University reviews tuition fees annually and reserves the right to increase tuition fees. Information on the applicable per credit point fee and estimated yearly fees payable is available before enrolment. I understand that my financial liability for a program scheduled to commence in First Half Year, 2011 - Monday, 21 February 2011 may be subject to increase.

I understand that students are subject to other fees, charges and conditions for each semester in which they enrol and are advised to check the current fees, charges and conditions with the University before enrolling at any time. I understand that the University, its agents, contractors and employees will not be liable to a student for any loss or damage arising directly or indirectly from the student's failure to make these checks or from the University's amendment to any fee, charge or condition.

I understand that the OSHC premiums quoted in the letter of offer are accurate as at the time of offer and are subject to an annual increase.

I understand that should I enroll in year long units I will be required to pay the fees for these units in full and upfront by the fee deadline in my first semester of study.

I understand that should I elect to defer my offer a new offer of admission will be required and higher fees than those quoted in this letter may apply.

I understand that the University has the right to vary programs including their content, structure, entry requirements (including score conversions) and graduation requirements from time to time.

I understand that in the unlikely event that Macquarie University is unable to offer my course I will be provided with the option of a full refund of tuition fees I have paid to date or placement in an alternative course at no additional cost to myself.

I declare that I have sufficient funds to finance my studies including my tuition fees, ancillary costs and living expenses for the duration of my studies.

I agree to provide the University of my residential address within 7 days of arriving within Australia and to notify the University of any changes to my residential address for the duration of my study.

I am aware that should I have any school aged dependents accompanying me to Australia will be required to attend school and that this will incur charges.

I understand that information is collected on this form and during enrolment in order for the University to meet its obligations under the Education Services for Overseas Students Act 2000 and the National Code 2007; to ensure compliance with the conditions of a student visa and obligations under Australian immigration laws generally. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001 and the ‘National Code’ 2007.


I understand that information collected about me can be provided, in certain circumstances, to the Australian Government and designated authorities. In other instances information collected on this form or during my enrolment can be disclosed without my consent where authorised or required by law.

I declare that I am not an Australian or New Zealand citizen and am not a permanent resident of Australia.
I agree that if I am unable to continue with my enrolment in this program or remain enrolled as a full-time student I will notify the International Student Services Unit in writing immediately.

I understand that I must attend the compulsory orientation.

I understand that some degree programs and units of study (subjects) require specific Math prerequisites. These are stated in NSW Higher School Certificate Math Syllabus terms. Students who have not completed High School in NSW will be required to confirm their Mathematics knowledge at time of enrolment. Therefore I understand that I may be requested to complete a short on-line test on enrolment day. I understand that if I do not wish to complete the test, I may elect to study a MATH subject in my first semester (to meet the prerequisite knowledge), however this may delay and extend my entire study duration.

I understand that this agreement does not remove my right to take further action under Australia’s Consumer Protection Law.

ACCEPTANCE OF OFFER

Full name (as appears on passport): ____________________________________________________________________
UAC ID: ____________________
Macquarie Student ID: _________________
Date of birth: ____________________
OVERSEAS residential address: ______________________________________________________________________
AUSTRALIAN residential address: _____________________________________________________________________

I wish to accept the offer of a place for:

DEGREE TITLE: __________________________________________________
Commencing in First Half Year, 2011 – 21 February 2011

I have enclosed payment for the commencement fee (refer to page 1) of AUS$14,500

PLUS compulsory OSHC (please tick one):

<table>
<thead>
<tr>
<th>FOR AN INDIVIDUAL</th>
<th>FOR A FAMILY</th>
</tr>
</thead>
<tbody>
<tr>
<td>38 Months: AUS$1,255</td>
<td>38 Months: AUS$2,510</td>
</tr>
<tr>
<td>50 Months: AUS$1,650</td>
<td>50 Months: AUS$3,300</td>
</tr>
<tr>
<td>62 Months: AUS$2,070</td>
<td>62 Months: AUS$4,140</td>
</tr>
</tbody>
</table>

International students are required to pay health cover for the full length of their visa. Periods of cover above 24 months attract a 5.3% discount on the premiums payable. This discount is already reflected in the OSHC amount quoted in this letter. The preferred OSHC provider of Macquarie University is WorldCare Assist (www.oshcworldcare.com.au) but students are free to choose their own OSHC provider.

OR

☐ I have current OSHC as stated below. [Contact your OSHC provider directly to arrange renewal] [Please provide evidence of cover].

<table>
<thead>
<tr>
<th>Current Health Provider</th>
<th>Current Membership #</th>
<th>Expiry Date</th>
</tr>
</thead>
</table>

Select this option IF you hold a valid OSHC from previous study at an Australian institution; AND your current OSHC covers your entire length of Student Visa at Macquarie. OR you have arranged OSHC with another provider. You must provide evidence of Visa Length OSHC in order for your acceptance to be processed.

SIGN AND RETURN THIS PAGE TO:
UAC International Admissions
Macquarie International
Macquarie University
North Ryde NSW 2109
Australia before 08 February 2011

I have read, understood, and accepted the conditions outlined in the following documents:

- Letter of Offer
- Terms and Conditions (page 3,4)
- Pre-departure Guide and Orientation Information http://www.international.mq.edu.au/studentservices/currentstudents/orientation
- International Tuition Fee Refund Policy www.international.mq.edu.au/study/fees/refunds
- By signing, I agree to enter into and be subject to the terms and conditions of the OSHC Worldcare information at www.oshcworldcare.com.au/Default.aspx
- Please note that certain academic programs may have limited places or a quota for the number of students accepted. A quota may be reached and programs may be full prior to the acceptance deadline. You are encouraged to accept this offer as soon as possible to reserve your position in this course.

________________________________   ______________________________
Student’s Signature                   Date (DD / MM / YYYY)
UAC PAYMENT AND ECOE REQUEST FORM

ALL FIELDS MUST BE COMPLETED

<table>
<thead>
<tr>
<th>PERSONAL DETAILS</th>
<th>Please complete in BLOCK letters</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title:</td>
<td>Gender:</td>
</tr>
<tr>
<td>Given Name(s)</td>
<td>Date of Birth:</td>
</tr>
<tr>
<td>Surname / Family Name:</td>
<td>Country of Birth:</td>
</tr>
<tr>
<td>Daytime Contact Phone Number:</td>
<td>Citizenship:</td>
</tr>
<tr>
<td>Student ID:</td>
<td>Passport Number:</td>
</tr>
</tbody>
</table>

(ATTACH CERTIFIED COPY OF IDENTIFICATION PAGE)

Course / Degree Program and Code:

<table>
<thead>
<tr>
<th>PAYMENT DETAILS</th>
<th>COMMENCEMENT AMOUNT: AU$14,500 + OSHC fees</th>
</tr>
</thead>
<tbody>
<tr>
<td>METHOD OF PAYMENT:</td>
<td>(tick one)</td>
</tr>
<tr>
<td></td>
<td>Bank draft(s) or bank cheque(s) - attach a copy of the draft/cheque – [Preferred method of payment]</td>
</tr>
<tr>
<td></td>
<td>Internet – Receipt No: ______________________ [attach the Internet Payment slip]</td>
</tr>
<tr>
<td></td>
<td>Telephone – Receipt No: ____________________</td>
</tr>
<tr>
<td></td>
<td>E-mail – Receipt No: _______________________</td>
</tr>
<tr>
<td></td>
<td>BPAY Biller code is 50443, reference no. is your student ID</td>
</tr>
</tbody>
</table>

THE FOLLOWING INFORMATION IS REQUIRED IF YOU INTEND TO APPLY FOR A STUDENT VISA. IF YOU ALREADY HOLD A VISA WHICH WILL PERMIT YOU TO STUDY PLEASE PROVIDE A COPY WITH YOUR ACCEPTANCE OF OFFER INFORMATION

ELECTRONIC CONFIRMATION OF ENROLMENT (An eCoE will NOT be issued until payment can be verified.)

Your eCoE will also be forwarded to the Australian Diplomatic Post where you intend to apply for your student visa. Australian Diplomatic Post where you intend to apply for your student visa.

Country [ ] City

Passport number MUST be provided if you are applying for your Student Visa in Australia

Your eCoE will be sent to the email address you nominate below. Processing may take up to five (5) working days

Email to:

STUDENT CHECKLIST

An electronic Confirmation of Enrolment (eCoE) form CAN ONLY be issued upon receipt of ALL of the documents below and verification of payment.

- Completed Acceptance of Offer form
- Completed Payment and eCoE Form
- I have indicated only one METHOD OF PAYMENT, and have attached evidence of payment of the Commencement Fee and OSHC
- Evidence of PVA (if applicable)
- Certified copy of identification page from passport
DEFERRAL OF OFFER REQUEST FORM

ONLY COMPLETE THIS PAGE FOR DEFERRAL OF YOUR OFFER IF YOU ARE NOT ACCEPTING YOUR OFFER.

Full name (as appears on passport): _____________________________________________________________
UAC ID: ____________________
Macquarie Student ID ___________________
Date of birth: __________________
OVERSEAS residential address: ______________________________________________________________
AUSTRALIAN residential address: ____________________________________________________________

NOTE: You may not be eligible for an offer for future intakes where entry requirements change, where entry is competitive, or where a program quota has been met.

1. DO NOT SEND ANY PAYMENT
2. Complete the Deferral of Offer Request form (below).
3. Return the completed form to:

   UAC International Admissions
   Macquarie International
   Macquarie University
   North Ryde NSW 2109
   Australia

   by the date indicated on page 5.

DEFERRAL OF THE OFFER REQUEST

I am unable to accept the current offer for First Half Year, 2011 commencing 21 February 2011 in the course below:

DEGREE TITLE: ________________________________

I wish to defer my application to:

   Semester _______ Year _____

________________________ _____________________________
Student's Signature Date (DD / MM / YYYY)
MACQUARIE INTERNATIONAL REFUND POLICY

Macquarie University has adopted the following policy in respect of fee refunds for full-fee-paying international students studying in Australia or by distance education overseas. All dollar symbols ($) in this policy represent Australian Dollars (AUD). Note that this agreement does not remove the right to take further action under Australia’s consumer protection laws.

A. DEFINITION OF TERMS USED IN THIS POLICY

The following definitions may assist in the comprehension of this policy:

1. Fee Refund: A process where the University removes money from the student’s University account and makes a payment to the student. Fee refunds are not the same as fee reversals.

2. Fee Reversal: A process where fees that were charged to the student’s University account are removed.

3. Commencement Fee: A deposit that full degree students pay on acceptance of their offer, and which contributes towards tuition fees in the program. The amount required is fixed and is written on your offer letter. Note that Study Abroad students are not required to pay a commencement fee.

4. Study Period: The appropriate period of enrolment depending on the unit(s) undertaken by the student. This will either be a semester, trimester, term, or vacation period.

5. Commencing Study Period: The first study period in which the student enrols.

6. Commencement Date: The first day of the student’s commencing study period. This will usually be the student’s first day of classes.

7. Census Date: The last day to withdraw from a unit or a program without penalty. For unit census dates please check http://www.mq.edu.au/reforms/hecs_census_calc_06.htm (2006 only).

8. Packaged Program: A program that includes multiple courses, which may or may not be wholly provided by the University. If some courses within a packaged program are provided by an external party, then refunds relating to that course will not be covered by this policy.

B. OTHER REFUND POLICIES

This policy does not apply to students that fall under the following categories:

1. Students enrolled at Macquarie University studying at an offshore location are covered by the refund policy of the partner institution in which they attend.

2. Students who participate in the inbound Study Abroad program and who pay fees to a third party provider or home institution, will be subject to the refund policy of that provider or institution.

3. The Applied Finance Centre (AFC), the Higher Degree Research Unit (HDRU), the Macquarie Graduate School of Management (MGSM), and the National Centre for English Language Teaching and Research (NCELTR), are entities within Macquarie University that have their own refund policies applying to any programs undertaken at these respective entities.

4. The International College of Management – Sydney (ICMS), the Sydney Institute of Business and Technology (SIBT), and the Scholar Ship (TSS) are institutions affiliated with Macquarie University that have their own refund policies applying to any programs undertaken at these respective institutions, even though the program may be taken in association with a principle program provided by Macquarie University.

5. OSHC Worldcare has its own refund policy that applies to refund of fees for Overseas Student Health Cover (OSHC).

C. REFUND PROCEDURE

All requests for refunds of fees must be made in writing on the appropriate form which may be obtained from Macquarie International in E3A Level 1 or downloaded from the internet at http://www.international.mq.edu.au/pdfs/Fees_Policy.pdf
In addition, these forms may need to be completed depending on the circumstances under which the student is requesting a refund:

- **Withdrawal from Study** – new students only – obtain form from Macquarie International E3A Level 1
- **Change of Unit Enrolment** – continuing students only – obtain form from Student Enquiries Service Lincoln Building Level 1
- **Notice of Leaving Education Provider** – continuing students only – obtain form from Macquarie International E3A Level 1
- **OSHC Worldcare Refund** – for cancellation of OSHC – obtain form from MI Shop E3A Level 1

Requests for refunds should normally be made within 14 days of an event which qualifies the student for a refund. Students must ensure that all sections of the form are completed before submission to Macquarie International, and they must attach all documentation. Contact details must be provided, including at least one telephone number and one valid email address. The refund request form must be signed by the student, or in the event that the student does not have the capacity to do so, by the student’s parent or guardian. The original form must then be returned to Macquarie International in order for the refund payment to be released.

Failure to comply with the above may cause processing delays. Incomplete forms or forms without sufficient supporting documentation cannot be processed.

Refunds will be granted according to the following guidelines. Any request which falls outside these guidelines will be referred to the Executive Director, International Programs, or their nominee, for consideration and decision.

### D. ELIGIBILITY FOR REFUND OF FEES

#### 1. SPECIAL CONSIDERATION

1.1 Special consideration may be given to any refund request regardless of other provisions set out in the rest of this policy. This may change the amount of fees that are refunded.

1.2 Withdrawal due to exceptional circumstances may be accepted as grounds for either a total or partial refund of fees. Exceptional circumstances may include but are not limited to:

   (i) A student visa application being refused prior to the commencement of the program,
   (ii) Serious illness or disability which prevents continuation of study,
   (iii) Death or serious illness of the student or a member of their immediate family (parent, sibling, spouse, or child), and
   (iv) Political or civil unrest, or natural disaster.

1.3 All applications for special consideration must be accompanied by evidence documenting the circumstances (e.g., Medical certificate). Students must also consult an International Student Advisor in Macquarie International for consideration of the evidence of exceptional circumstances.

#### 2. STUDENTS WHO ARE NOT ELIGIBLE FOR REFUND

2.1 If a student is found to have provided false or misleading information to Macquarie University at any time, the University reserves the right to retain up to 100% of any fees paid and may annul that student’s enrolment.

2.2 A student who withdraws from a course after the census date of the relevant study period will not be eligible for a refund unless special consideration is given.

2.3 A student who has credit in their account but is not completing their studies in that study period will not be eligible for a refund unless special consideration is given. The credit will remain in the student’s account and will be allocated towards tuition fees for subsequent semesters. This includes credit from:

   (i) Overpayment in any study period, and
   (ii) Withdrawal from one or more units after payment has already been made.

2.4 Application fees are nonrefundable.

#### 3. COMMENCEMENT FEE – FULL DEGREE STUDENTS

3.1 The commencement fee is a deposit that contributes towards tuition fees in the program. Each international student must pay a commencement fee in order to accept their offer of admission to Macquarie University and to enable their application for a student visa. A student may withdraw from their program at any time, however any refund of the commencement fee will be subject to a deduction. The deduction will depend on the date that Macquarie International receives the **Withdrawal from Study** form:
Table 1

<table>
<thead>
<tr>
<th>Withdrawal Date</th>
<th>Deduction (non-refundable component)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Four or more weeks prior to commencement date</td>
<td>$2000</td>
</tr>
<tr>
<td>Less than four weeks prior to commencement date</td>
<td>$5000</td>
</tr>
<tr>
<td>After commencement date but before census date</td>
<td>$5000</td>
</tr>
<tr>
<td>After census date of the commencing study period</td>
<td>No refund</td>
</tr>
</tbody>
</table>

3.2 In cases where the commencement fee is less than the deduction as listed in Table 1, then the student will not be eligible for a refund.

3.3 The only exception to Table 1 occurs if the student applies then withdraws, within the four weeks prior to commencement. Where this is the case, then the value of the deduction will be $2000 instead of $5000.

3.4 Where a student has completed a course in a packaged program and did not meet the conditions to allow them to commence the next course in the packaged program, they may make a request for a new offer package or alternative offer to be issued. If the student decides to withdraw instead, then a deduction will be made as per the values listed in Table 1 above, i.e. failure to complete the first component of a package course does not entitle the student to a full refund, but instead to a partial refund.

4. TUITION FEES – FULL DEGREE STUDENTS

4.1 For subsequent study periods, the student is expected to make payment for tuition fees prior to the commencement date of that study period. A student may withdraw from their program at any time, however any refund of tuition fees other than the commencement fee may be subject to a deduction (the commencement fee is also subject to a deduction). The deduction will depend on the date that Macquarie International receives the Notice of Leaving Education Provider form:

Table 2

<table>
<thead>
<tr>
<th>Withdrawal Date</th>
<th>Deduction (non-refundable component)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Before the first day of the relevant study period</td>
<td>Full refund</td>
</tr>
<tr>
<td>After the first day of the relevant study period but before the census date of that study period</td>
<td>$2000</td>
</tr>
<tr>
<td>After census date of the relevant study period</td>
<td>No refund</td>
</tr>
</tbody>
</table>

4.2 In cases where the credit in the student’s account is less than the deduction as listed in Table 2, then the student will not be eligible for a refund.

4.3 The only exception to Table 2 occurs when the student has been notified of their exclusion from the University after they made a payment of tuition fees, and has had their enrolment cancelled. Where this is the case, the student is entitled to a full refund.

4.4 Where a student has both commencement fee and other tuition fees in their account, the deductions will be applied separately, i.e. the commencement fee will be subject to a deduction under Table 1, and the other tuition fees will be subject to a deduction under Table 2. The total value of deductions cannot exceed $5000.

5. STUDENTS WHO OBTAIN PERMANENT RESIDENT STATUS IN AUSTRALIA

5.1 A student who obtains permanent resident status in Australia before commencing their studies should apply for admission through the Undergraduate Studies Section or the Postgraduate Studies Section as appropriate to the level of their program. If they continue to study at Macquarie University, then any credit in their account will remain in their account in full to be allocated towards tuition fees in subsequent semesters.

5.2 Where a student obtains permanent resident status in Australia and decides not to continue to study at Macquarie University, then a deduction of $2000 will be made from their commencement fee, and a full refund will be processed for tuition fees other than the commencement fee.

5.3 Note that a student who obtains permanent resident status after the census date in the relevant study period, will be considered an international student for fee calculation purposes and will be liable to pay the tuition fees according to the relevant study period. From the following study period onwards, the student will be considered a permanent resident for fee calculation purposes.

6. STUDY ABROAD STUDENTS
6.1 A student who participates in the inbound Study Abroad program and who pays fees to Macquarie University may be subject to a deduction if they withdraw. The deduction will depend on the date that the student submits their withdrawal form:

<table>
<thead>
<tr>
<th>Withdrawal Date</th>
<th>Deduction (non-refundable component)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Four or more weeks prior to commencement date</td>
<td>$500</td>
</tr>
<tr>
<td>Less than four weeks prior to commencement date</td>
<td>$2000</td>
</tr>
<tr>
<td>After commencement date but before census date</td>
<td>$2000</td>
</tr>
<tr>
<td>After census date of the relevant study period</td>
<td>No refund</td>
</tr>
</tbody>
</table>

6.2 In cases where the credit in the student’s account is less than the deduction as listed in Table 3, then the student will not be eligible for a refund.

E. PAYMENT OF REFUNDS

1. Payment of refunds will be made within four weeks of receiving the Request for Refund of Fees form.

2. Where Macquarie University defaults on provision of the program, payment will be made within two weeks of the default day.

3. Payment will be made to an account in the student’s country of permanent residence, except where payment is less than $1000 or where the student has a valid visa beyond the conclusion of their program.

4. Refund payments will be made in Australian Dollars (AUD).

5. Payment will be made by electronic funds transfer (EFT) or by Macquarie University cheque to a recipient within Australia and by telegraphic transfer (TT) or by international bank draft to a recipient overseas.

6. Refunds will be made payable in the name of the student unless:
   (i) The student is transferring to another institution in Australia, and has nominated this institution as the payee on the refund request form,
   (ii) The student is receiving financial aid from the United States Government – in this case the refund will be made directly to the lending institution,
   (iii) The student is receiving sponsorship or scholarship – in this case the refund will be made directly to the entity providing the sponsorship or scholarship,

7. In exceptional circumstances where the refund must be made to a third party, the student must apply for special approval through consultation with the Assistant Director – Revenue Services.

F. APPEALS

If a student is not satisfied by the decision made on a refund of fees, they may submit a written appeal to Macquarie International. This appeal must be addressed to the Executive Director, International Programs, and all previous correspondence between the student and Macquarie International must be attached. The appeal will be considered by the Executive Director or his nominee, and the student will be informed of the result of the appeal within 14 days of the receipt of the appeal.

If the appeal is not upheld by the Executive Director or his nominee, it may be taken to the Dean of Students who will determine the matter on the basis of this policy, and the Department of Education, Science and Training’s National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students.

These appeal provisions do not circumscribe the student’s rights to pursue other legal remedies for disputes which they may have against the University in relation to your entitlement to a refund.

Policy Effective 1 September 2006