

Domestic Tuition Fees Refund Procedure

Section 1 - Purpose

(1) This Procedure specifies how Macquarie University (the University) will manage refunds of Tuition Fees (including Student Service and Amenities Fees) for Domestic Fee Paying Students after a fee has been reversed in accordance with the [Withdrawal Procedure](#).

(2) This Procedure should be read in conjunction with the [Withdrawal Procedure](#) and the [Tuition Fees and Charges Rule](#).

Background

(3) Education institutions delivering courses of study to Domestic Fee Paying Students are required to comply with the relevant legislation including the [Higher Education Support Act 2003](#) and the [Higher Education Standards Framework \(Threshold Standards\) 2021](#).

(4) This Procedure ensures that the management of Domestic Tuition Fee Refunds complies with the relevant legislation.

Scope

(5) This Procedure applies to Tuition Fees paid to the University by Domestic Fee Paying Students including:

- a. all Domestic Fee Paying Students of the University who are enrolled in courses and units of study through eStudent;
- b. Domestic Fee Paying Students where the relevant fee liability was incurred at the time of their enrolment or is directly related to their enrolment; and
- c. Domestic Fee Paying Students on exchange from other universities.

(6) This Procedure does not cover:

- a. Graduate Research students (including Master of Research students) who are covered by the [Higher Degree Research International Fee Refund Policy](#);
- b. fees payable to any third party provider who delivers courses offered to Domestic Students as part of a Packaged Program; and
- c. fees payable for courses not enrolled in eStudent.

Section 2 - Policy

(7) Nil.

Section 3 - Procedures

(8) This Procedure applies after a Domestic Tuition Fee Refund form and any other relevant documentation has been lodged by a Domestic Fee Paying Student.

(9) Withdrawing from a unit will have different impacts on the eligibility for a refund depending on the date that a Domestic Fee Paying Student withdraws or is withdrawn. The University will assess eligibility for a refund of Domestic Tuition Fees based on the criteria outlined as follows:

Withdrawal timeframe	Eligibility for a refund
Before Census date	Student will not incur Tuition Fees or student contribution amounts for the unit/s and may be eligible for an adjustment to the Student Services and Amenities Fee.
After Census Date and on or before the Last Date to Withdraw Without Fail	Student will incur Tuition Fees, student contribution amounts, and/or Student Services and Amenities Fee.
After the Last Date to Withdraw Without Fail	Students who are approved for withdrawal without financial penalty will be eligible for a refund however remain liable for Student Services and Amenities Fee.

(10) Where a Domestic Fee Paying Student is eligible for a refund under the [Tuition Fees and Charges Rule](#), payment of refunds will be made within six (6) weeks of receiving the Domestic Tuition Fee Refund form and any other relevant documentation.

(11) Domestic Fee Paying Students may request a refund of reversed Tuition Fees from their University student account or may leave their account in credit for future payments.

(12) Payment will be returned to the source that was used to pay the fees.

(13) Payment will be made by electronic funds transfer (EFT) and will be made in Australian Dollars (AUD).

(14) Where a Domestic Fee Paying Student is receiving sponsorship or a scholarship and their tuition has been paid by that sponsor or scholarship body, the refund will be paid to that organisation upon receipt of their invoice.

(15) In specific circumstances where the refund must be made to a third party, the Domestic Fee Paying Student must apply for special approval. A letter giving the reason and consent for payment to the third party, as well as evidence that proves the relationship of the third party and the student, must be attached to the Domestic Tuition Fee Refund form.

(16) Card surcharges associated with tuition fee payments are not refundable.

Section 4 - Guidelines

(17) Nil.

Section 5 - Definitions

(18) The following definitions apply for the purpose of this Policy:

- a. Domestic Fee Paying Student includes:
 - i. an Australian Citizen;
 - ii. a person entitled to stay in Australia, or enter and stay in Australia, without any limitation as to time

(including holders of an Australian permanent visa);

iii. a New Zealand citizen; or

iv. a diplomatic or consular representative of New Zealand, a member of the staff of such a representative, or a spouse, de facto partner (within the meaning of the [Acts Interpretation Act 1901](#)) or dependent relative of such a representative ([Higher Education Support Act 2003](#) subclause 1(1) to Schedule 1).

- b. Fee Refund means a process whereby the University pays funds from the student's University account to the student or approved third party. Fee refunds are not the same as fee reversals.
- c. Fee Reversal means a process whereby fees that were charged to the student's University account are reversed or waived.
- d. Packaged Program means a program that includes multiple courses, which may or may not be wholly provided by the University.
- e. Tuition Fees means fees payable by a Domestic Fee Paying Student to the University for each Study Period.

Status and Details

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Effective Date	14th May 2024
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Responsible Executive	Rorden Wilkinson Deputy Vice-Chancellor (Academic)
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