



How to accept your offer





The Monash crest

The Monash crest symbolises what we are today and what we aspire to be in the future.

- The open book symbolising the pursuit of knowledge
- The stars of the Southern Cross signifying our country of origin, Australia
- The sword and wreath are references to the coat of arms granted to Sir John Monash, the namesake of the University
- Our motto 'Ancora imparo', which means 'I am still learning', is attributed to Michelangelo

Frequently asked questions

Conditional offer – What is it?

- You need to meet certain requirements before you can enter your course (eg. Academic results, English skills or possibly providing the curriculum of previous studies)
- Your conditional offer letter outlines the condition/s you must meet to receive a full (unconditional) offer. Your full offer will be issued once you have provided necessary documentation to satisfy any condition/s

Credit transfers – How do you apply?

- Complete an Application for credit transfer form (www.monash.edu/study/international/apply/credit-transfer-form.pdf)
- Certified copies of all your official transcripts or results from your previous studies, plus copies of the subject syllabuses should be mailed with your application
- Credit transfers are at the discretion of the faculty and cannot be guaranteed

Deferral – How do I do it?

- If you are unable to commence the course in the semester you applied for, you may be able to defer your entry until the next semester or the next year
- A request for deferral should be submitted as soon as you know you will be unable to arrive in time for the semester
- Deferrals received after semester starts may not be accepted
- To request a deferral, download and complete the Defer/Change of course preference form from our website or email us explaining the reason for deferring and provide any supporting documentation. Email: scenquiries@adm.monash.edu.au
- If your deferral is approved, you will receive a new offer letter and start date

Electronic Confirmation of Enrolment (eCOE) – When do I get it?

- You will receive an electronic Confirmation of Enrolment from Monash when we have received your acceptance form and payment of your deposit. The eCOE will be emailed to you (or your agent)

Monash packaged offer – What is it?

- A Monash packaged offer is a combination of progressive offers of two or more Monash courses. In order to reserve a place in the offers which are subject to the completion of the preliminary course, a deposit of \$ 1,000 is required. In these cases an electronic Confirmation of Enrolment (eCOE) will be issued for the whole duration of the combined courses.

Offer Statement – What is it?

- Your Offer Statement includes all the information you need to know to accept your offer, including your offer details (including course, campus, duration and commencement date), annual fee details, the deposit you need to pay to accept your offer and an offer lapse date (the date by which you must accept the offer)
- You will need information contained in your Offer Statement to complete the Acceptance Form

Scholarships (Coursework) – How do I apply?

- When you submit your application as an undergraduate or postgraduate student you are automatically assessed for a Monash University International Scholarship for Excellence
- You are not required to apply for this scholarship
- If you are successful, you will be notified by Monash University

Scholarships (Research) – How do I apply?

- For information on research and other scholarships available and how to apply: www.monash.edu.au/study/scholarships/

Sponsored scholarship holder – How do I accept?

- For students who are sponsored or are in receipt of a scholarship, your scholarship sponsor needs to provide Monash with a Financial Guarantee letter at the same time you complete your Acceptance form
- The Financial Guarantee letter must cover your tuition and the health insurance payment indicated on your offer letter (if applicable)
- Once the Acceptance form and letter have been received an electronic Confirmation of Enrolment (eCOE) will be issued

Visa – How do I organise it?

- Visit the Government website for the Department of Immigration and Citizenship for information about visiting and studying in Australia (www.immi.gov.au)
- To determine the visa application and documentation requirements to process your visa, you will need to know your visa subclass and assessment level
- See Step 2 for more information

How to start studying at Monash

Congratulations on receiving your offer. We look forward to welcoming you to Monash. This guide will help you accept your offer and commence your studies.

The three steps to follow are:

1. Accept your offer
2. Organise your student visa
3. Plan your commencement

Need help?

Please contact us if you need help with your acceptance at any stage.

Telephone: +61 3 9903 4788

Email: scenquiries@adm.monash.edu.au

Step 1 Accept your offer

Accepting your Monash offer is easy. Once you have accepted your offer and paid your fees, we can supply you with your electronic *Confirmation of Enrolment*.

The steps to accepting your offer are:

- Complete the *Monash Acceptance Form* (Sent to you by mail or you can download it from our website www.monash.edu/study/international/accept/accept-stepbystep.html)
- Pay the required fee deposit
- Receive your electronic *Confirmation of Enrolment* (eCOE) used for your visa application

Complete the Acceptance Form

This form is used to accept any offer from Monash University, a Monash University Conditional Offer, Monash College or a Monash Entry Package. This is your formal acceptance of our offer for you to study at Monash. All students must complete and sign this form to be enrolled at Monash.

Section 1: Type of offer

- Indicate whether you are accepting a full Monash University Offer or a Monash Entry Package offer (an offer for two or more Monash programs grouped together)

Section 2: Contact details

- Complete your current personal details to ensure we can contact you quickly and directly
- Make sure you always include your Monash ID number

Section 3: Course details

- Include the details for all of the courses (course names and course codes) that you are accepting. For example if you are accepting a Monash Entry Package with English offer, Monash College and a Monash University offer you should fill in all three courses in the sections provided and their course codes

Section 4: Visa details

- Correct and full visa information is vital to prevent delays
- You must provide a copy of the details page of your passport
- Depending on your nationality and where you are applying for your visa you may need

to provide a Department of Immigration and Citizenship (DIAC) Pre-Visa Assessment (PVA) to complete your Acceptance

- See Step 2 for detailed visa information

Section 5: Deposit fees

- All payments and fees must be paid in Australian dollars
- The information you need to fill out this section is on your Offer Statement
- The deposit you need to pay is detailed on your Offer Statement

Section 6: Payment options

- To prevent delays, you must indicate how you are paying your deposit
- You may pay by credit card, telegraphic transfer or bank draft/cheque
- If you are receiving a sponsorship, scholarship or financial aid from your home country, please specify the provider and provide us with a Financial Guarantee letter from them. We will contact you if your scholarship registration is not approved (you will then need to pay the deposit indicated in your Offer Statement to accept your offer)

Declaration

- Make sure you read the Declaration carefully before signing and dating it

Other documents (if applicable)

Credit transfer application

www.monash.edu/study/international/apply/credit-transfer-form.pdf

Overseas Student Healthcare Cover membership

- If you already have health insurance you do not have to pay for Overseas Student Health Cover (OSHC)
- If you do not pay for health insurance through Monash, you must provide evidence of your healthcare membership to obtain a visa

Airport reception request

www.monash.edu/study/international/prepare/airport-reception.html

Under 18 Forms

- To accept your offer if you will be under 18 years of age at the commencement of your course, your parents must complete the Monash Under 18 Form and submit it with your Acceptance Form (www.monash.edu/study/international/under-18/)



“You might need to work hard to get into this university, but your effort will be rewarded when you graduate with a Monash degree”

Ng Koon Ki
Malaysia
Bachelor of Business Systems

Paying your deposit

To accept your offer, you must also pay a fees deposit as stated in your Offer Statement. Your four payment options are:

Credit card

- Complete your credit card details on your Acceptance Form. As the payment is for a large amount, you may also need to advise your bank of the amount that will be debited on your card in the near future

Online payment (StudentPay)

- The Custom House StudentPay system allows students to pay their fees from outside Australia (for international transactions only)
- Using the system provides payment transfer details that you can use with your online banking account or take to your local bank branch to process

See www.monash.edu.au/fees/payment/custom-house-instructions.html on how to use and pay by Custom House StudentPay

Telegraphic transfer

- Transfer the required payment to the following account:
Account name: Monash University Fees Account
Bank name: Westpac Banking Corporation
Branch address: Building 10, Monash University Clayton Victoria 3800 Australia
BSB: 033 289 Account no: 63-0732 SWIFT code: WPACAU2S
- So that we know you have paid and to avoid your offer lapsing, the bank must include your name and student ID number as a reference
- Provide a copy of your telegraphic transfer receipt with your acceptance form

Bank draft/cheque

- Organise a bank draft/cheque made payable to 'Monash University' and mail or deliver with your acceptance form

Discount – brother or sister

- If you and one or more siblings are enrolled in a Monash University full-fee course at the same time, you may be entitled to a 10 per cent discount on your annual tuition fees. This is only available on request after you enrol
- You must pay the full deposit amount to accept your offer. For more information visit: www.monash.edu.au/fees/discounts-refunds/family-discount.html

Returning your Acceptance Form

Return your Acceptance Form, any additional or supplementary forms required and evidence of payment to us:

- Fax to: +61 3 9903 4778
- Scan/email to: documents@adm.monash.edu.au
- Mail or deliver in person to:
International Recruitment Services
871 Dandenong Road
Caulfield East, Victoria, 3145
Australia

Electronic Confirmation of Enrolment (eCOE)

- Once we have received your completed Acceptance Form and evidence of payment, we will issue you with an electronic Confirmation of Enrolment by email within three (3) working days. We will also mail a printed Confirmation of Enrolment to your nominated address
- An electronic Confirmation of Enrolment is required for processing your visa
- If you decide to decline your offer please visit:

www.monash.edu/international/declineoffer

... and tell us why

Step 2 Organise your student visa

If you are not an Australian citizen or permanent resident, you must obtain a student visa before commencing a course of study in Australia.

To obtain a student visa you will need to:

- Determine your visa subclass and country assessment level
- Apply for your student visa
- Comply with any general student visa terms and conditions

Determine your visa subclass and country assessment level

The Australian Government's Department of Immigration and Citizenship (DIAC) has responsibility for issuing student visas. There is a step-by-step guide to making a student visa application on the DIAC website:

www.immi.gov.au

- The student visa program has seven subclasses, depending on the type of education you intend to undertake
- The passport you hold and your intended course of study affects the assessment level for your student visa application. DIAC places an assessment level on all countries
- If the country for which you hold a passport is level 3 or higher, you will need to go through a Pre-Visa Assessment
- Your visa subclass and country assessment level will determine the visa application form you need to complete and the documents that are required to process your student visa (Assessment levels are available at www.immi.gov.au/allforms/pdf/1219i.pdf)

Apply for your student visa

Students from an assessment level 1 or 2 country

- You will need an electronic Confirmation of Enrolment (eCOE) from Monash to apply for a student visa. You will receive your eCOE when you have returned your Acceptance Form, any additional forms, and paid the required deposit to accept your offer
- Most students from an assessment level 1 country can submit an online student visa application. You will need to quote the electronic Confirmation of Enrolment number when making an online application (www.immi.gov.au/e-visa)
- If you are from an assessment level 2 country, take or send your eCOE, student visa application and supporting documentation to an Australian Embassy/High Commission for processing (www.dfat.gov.au/missions)

Students from an assessment level 3 or 4 country

- You will need to go through a Pre-Visa Assessment (PVA)
- You can usually commence this process with either a conditional or full offer from Monash
- Do this as soon as possible. A PVA can take between six and 16 weeks
- Take or send your offer letter with your student visa application to an Australian Embassy/High Commission for a PVA (www.dfat.gov.au/missions) or talk to your agent about the possibility of applying for an e-visa
- If the PVA is successful, return the DIAC approval letter with your Acceptance Form, any additional forms, and the required deposit to accept your offer to Monash. Monash will then issue your eCOE
- Take or send the eCOE, visa application and supporting documentation to an Australian Embassy/High Commission for processing (www.dfat.gov.au/missions)

"The quality and content of your education will have a direct impact on the rest of your life – and the impact of your life on others"

Professor Richard Larkins
Vice-Chancellor and President
Monash University



"I did my homework before I came here; I know that Monash is a good university. When you think of the UK you think of Cambridge and Oxford, the US is Harvard and when you think of Australia you think of Monash ... it's got a good name"

Vincent Guramatunhu
Zimbabwe

General student visa terms and conditions

Full student visa terms and conditions are available from the Department of Immigration and Citizenship (DIAC) and it is your responsibility to ensure you adhere to these conditions at all times.

English language proficiency requirements

- You may need to meet the Australian Government's English proficiency requirements when applying for your student visa (www.immi.gov.au/students/english-requirements.htm)

Health and financial requirements

- Applications for a student visa may require a health check (www.immi.gov.au/allforms/health-requirements/index.htm) as well as a finance assessment

Overseas Student Health Cover and your student visa

- To obtain a student visa you must have Overseas Student Health Cover (OSHC) for you (and your family if they are staying with you) for the duration of your stay in Australia
- OSHC is paid in advance. For full details of the costs of cover, visit: www.oshcworldcare.com.au
- If you already have health insurance with a different provider you need to submit a receipt of payment to DIAC to receive a student visa. It is also required to be submitted to us with your Acceptance Form

- OSHC Worldcare is Monash's preferred registered health cover provider. When you pay the required fee to us as part of your deposit, we will use it to take out insurance with OSHC Worldcare on your behalf

Under 18 visa requirements

- If you are under 18 years of age when you apply for your student visa, the Australian Government requires you to either live with a parent, guardian or a nominated relative over the age of 21 in Australia
- As an alternative, you can have Monash approve your accommodation and welfare arrangements (www.monash.edu/study/international/under-18/)
- Monash will not issue a electronic Confirmation of Enrolment to any student under 18 unless the Monash Under 18 Form has been completed and submitted with the Acceptance Form

If you are already in Australia and require a student visa or visa extension

- For any stay beyond that allowed by your initial student visa, you may need to apply for a new student visa or a different type of visa (www.immi.gov.au/students/student-information.htm)

"The learning style here is very good and it's self-directed. Students are very creative and are encouraged to give their own opinions"

Sook Ching Kee
Malaysia
Master of Education

Step 3 Commence your studies

Starting university in Australia can be challenging. We can assist on your arrival, find you temporary accommodation and guide you through enrolment.

The major steps are:

- Arrive in Australia and settle into accommodation
- Enrolment to commence studies
- Orientation at University

Arrive in Australia

You should plan to arrive in Melbourne at least 14 days prior to orientation dates. This will make it easier for you to settle in and prepare for the start of classes.

Airport reception

- Monash provides an airport reception service for new international students arriving in Melbourne. It covers transport for you to your nominated accommodation (accompanying family and friends are charged a fee)
- Fill out the online airport transfer form (www.monash.edu/study/international/prepare/airport-reception.html)
- Please submit this form at least three working days prior to your arrival to ensure the transport is booked

Temporary accommodation

- Short-term accommodation can be arranged for you when you arrive in Melbourne
- We require at least three working days notice to find appropriate accommodation (www.monash.edu/study/international/prepare/accommodation.html)

Finding permanent accommodation

Monash can assist international students to arrange permanent accommodation. Where you decide to live and the type of accommodation you choose will depend on the campus you study at, how you want to live... and your budget.

- You can choose to live on-campus or off-campus
- You can choose from fully-catered or self-catered options
- You can live by yourself or in a shared environment
- Monash Residential Services manages on-campus accommodation and assists with off-campus options too (www.mrs.monash.edu)

On-campus accommodation

Living on-campus can be great for students who have never lived out of home before.

- All Monash campuses have some form of University-managed accommodation, often referred to as 'halls' or 'residences'
- You will need to officially apply through Monash Residential Services for on-campus accommodation
- Room options range from self-contained units to single rooms with shared kitchen and bathroom facilities
- Accommodation options can be fully-catered (most meals supplied) or with self-catering (cook for yourself) facilities – some operate dining rooms where meals can be purchased
- Rooms are fully-furnished but you may need to supply items such as bedding
- Options, application forms and costs are available online (www.monash.edu/study/international/prepare/accommodation.html)

Off-campus accommodation

Living off-campus can provide more opportunity to learn about living independently and sharing responsibility with other people. Off-campus accommodation options include:

- Homestay – where a student stays with a local family. Homestay provides an opportunity to learn about the Australian way of life and culture first hand and is especially popular with first-year students
- Student hostels – have similar facilities to University residences, but are privately owned and off-campus
- Private rental accommodation – includes rooming houses, furnished or unfurnished apartments, and shared student housing
- Information about off-campus accommodation is available (www.mrs.monash.edu/off-campus)

Enrolment

Enrolment is the main step in starting your Monash studies. At enrolment you can meet a faculty course adviser, ask questions and discuss your unit selection and course structure.

Pre-enrolment – Authority to Enrol (for Monash College and Monash University Undergraduate and Postgraduate coursework courses)

- Approximately 2-3 weeks prior to your enrolment, and if you are eligible to enrol (ie. you have sent your acceptance form and payment for your full offer to International Recruitment Services), you will receive an official enrolment notification.
- This notification will be emailed to you and is called 'Authority to Enrol'. In order to enrol you must bring a copy of this 'Authority to Enrol' email with you on the date of your enrolment.
- You will be advised of the steps to complete your enrolment.

Deferment

- If you are unable to commence the course in the semester you applied for, you may be able to defer your entry until the next semester or the next year
- A request for the deferment should be submitted as soon as you know you will be unable to arrive in time for the semester
- Deferments received after the semester starts may not be accepted
- To request a deferral, download and complete the Defer/Change of course preference form from our website or email us explaining the reason for the deferring and provide any supporting documentation. Email: scenquiries@adm.monash.edu.au
- If your deferral is approved, you will receive a new offer letter and start date



Monash has a range of student support services to help you adjust to your new environment.

Suspension or intermission

- Students who are enrolled and subsequently wish to take a break in their studies may apply for an intermission of up to 12 months. This can only be granted on the basis of exceptional compassionate grounds such as illness or severe personal circumstances. In granting this leave a place in the course is reserved for the student when the intermission has ended providing that the student re-enrols during the designated periods
- Each faculty will advise whether the period of leave will count, or not, in the time limits for completion of the course. The maximum time limit for completion of each course is given in the faculty regulations
- During the intermission you are considered to be a student of the university for the period of the intermission. To maintain your enrolment after this time you must observe the scheduled re-enrolment dates for the following semester/academic year
- Applications are to be made using an 'Intermission Application form' available from the Student Service Centres or faculty offices

For more details please visit: www.adm.monash.edu.au/service-centre/forms/intermission.pdf

Enrolment cancellation by the University

A student's enrolment in a course can be invalidated/cancelled for a number of reasons including, but not limited to:

- Unsatisfactory academic progress
- Academic and general misconduct
- Non-payment of tuition fee
- Health reasons

For more details please visit: www.adm.monash.edu/enrolments/variations/invalid-course.html

Attend orientation

Orientation marks the beginning of the academic year for new students.

Orientation (or 'O Week' as it is often referred to), is a fun time, and is made up of a program of information sessions, tours and events designed to help you get to know Monash University and particularly, your campus, its facilities and the services on offer to you. Get involved and make the most of it – this initial experience will help you feel as though you really belong.

- Orientation provides important information about studying at Monash University and living in Australia
- You learn about local government services available to you and the local community in general
- O Week is a great opportunity to meet and make friends with your fellow classmates and senior students just before starting your course. It is also a chance to meet and talk with Monash staff (www.monash.edu/study/international/prepare/orientation.html)

International student support services

Monash has a range of student support services. Our friendly student support staff can help you adjust to your new environment and answer any questions.

Career and job advice

- Monash University Employment and Career Development provides a career counselling service to currently enrolled Monash students and graduates (Monash University only). Counselling can help in subject and course choice, postgraduate study selection and career options on completion of study (www.careers.monash.edu)

Clubs and societies

- At present almost 100 clubs operate at Monash, covering a diverse range of interests including academic, spiritual, performance, general interest,

international, cultural and political clubs, as well as societies for halls of residence (www.monash.edu.au/study/services/student-associations)

Counselling

- The Monash University Counselling Service provides a free, professional and confidential psychological counselling service to all Monash students in such areas as exam skills, stress management, assertiveness and communication skills, time management and motivation (www.adm.monash.edu/community-services/counselling)

English language support

- The Monash University English Language Centre provides high-quality English courses for you to achieve the English skills required for work or study (www.monash.edu/englishcentre)

Family and child care

- The Family and Child Care Service assists students to successfully combine their pursuit of education with family responsibilities (www.adm.monash.edu/community-services/family)

Financial services

- The Monash University Student Financial Aid office can assist students with a wide variety of financial matters, including advice and information on personal budgeting, buying a car, financial planning and more (www.adm.monash.edu.au/financial-aid/)

Medical services

- The University Health Services provide a broad range of general health and medical services for students, with an emphasis on illness prevention and health education (www.adm.monash.edu/community-services/health)

General terms and conditions

About your fees

The annual tuition fee in the initial offer is for the first calendar year (or part thereof) of enrolment only. Course fees quoted apply for the current calendar year only.

For the future years of your course, Monash University reserves the right to adjust annual tuition fees to take into account increases in university and course delivery costs.

However, Monash University undertakes that any adjustment factor will not exceed 6 per cent per annum.

Published fees are based on a full load of subjects in a standard course. Where a non-standard load or non-standard course is taken, the actual fee will be calculated to reflect the proportion of a full load being undertaken, resulting in a fee that is higher or lower than the published fee.

This may occur when:

- You take, with the approval of the relevant faculties, an additional load above that required for the normal academic program
- You are required to undertake an extra period of study in a subsequent year because of failure
- You take a double degree program that requires study more than the standard 48 credit points in one year
- If a tuition fee paid exceeds the actual semester charge for tuition fees because of changes to enrolment load, the University will credit that overpayment towards payment of the next semester's tuition fee, provided it is less than A\$500. A refund of the overpayment will not be payable unless you discontinue the course
- If you change course within the same faculty, or to another faculty, you will be charged the relevant tuition fee of the current year for the 'new' course

Please note: this includes honours years

- Any variations in tuition fees so determined by the University will be charged to your account and be payable within the normal terms of payment by the University

About your academic obligations

You must enrol on a full-time basis so that your studies can be completed in the minimum time allowed for your program.

This provision may be varied in some cases:

- If you are not on a student visa, you must produce evidence of your visa subclass before your part-time enrolment can be accepted
- If you are completing your course, you may be permitted to enrol part-time in your final semester

Monash University recognises that you may wish to combine open learning studies through the Open Learning Agency of Australia (OLAA) with your on-campus program.

Special conditions apply:

- You must maintain a full-time on-campus enrolment load

- If you wish to enrol in any OLAA unit you must first obtain the details of the unit from OLAA then advise your campus International Office. You will be asked to obtain the approval of your faculty and pay the required fees

Change of status

It is your responsibility to follow the conditions of your visa and maintain the correct visa status. Monash University is obliged to inform the DIAC if you:

- defer commencement of your course
- fail to commence your course
- take intermission/leave of absence
- discontinue your course
- transfer your course
- change your course duration
- are excluded from the University

Monash University/Monash College Fees Refund (excluding MUELC)

Monash observes the principles of the Australian National Policy on Fee Refunds established by Universities Australia.

Provisions of the ESOS Act 2000 and the ESOS Regulations apply in the event that Monash, as a registered provider, defaults on this agreement on refunds.

International Student Refund

- To be eligible for a refund (less applicable administrative charges), you must withdraw from a course within the first four (4) teaching weeks (or (4) four weeks of a research program).
- Where fees are paid by a party on your behalf, Monash reserves the right to notify that party.
- If enrolled and you withdraw from a course for whatever reason beyond the Census date in that teaching period, you shall not be eligible for a refund.
- The funds covering the tuition fees must be cleared (i.e. cheques cleared, telegraphic transfers received, etc).
- All debts to Monash must have been paid before any refund can be calculated with any outstanding amounts to be deducted from the refund.
- The refund will be made to the same person or party from whom the payment was received on behalf of the student.
- Refunds will be paid within four (4) weeks of receiving a written claim from you.
- A refund will normally be made in the currency of your country of permanent residence and payable in that country. Exceptions include non-tradable currencies (where the refund would normally then be paid in USD) or payment to another Australian educational institution. Monash is not liable for any variance due to foreign exchange rate fluctuations.

In the event of a course not being delivered

In the unlikely event that Monash is unable to deliver your course in full, you will be offered a refund of all the course money you have paid to date for that course. The refund will be paid to you within two (2) weeks of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in another course by Monash. You must choose whether you would prefer a full refund of course fees, or to accept a place in another course. If you choose placement in another course, you must sign a document to indicate that you accept the placement.

How to apply for a refund

- If you are withdrawing prior to enrolment or discontinuing from a course shortly after enrolment, applications for a full or partial refund must be made by submitting the Application for Refund of International Fees form and accompanied by supporting documentation, as appropriate. The form is available at: <http://www.monash.edu.au/fees/assets/forms/international-refund-form.pdf>
- Requests for refunds if you are a continuing student and enrolled must be made by completing the Application for Refund of Fees form which is available at: <http://www.monash.edu.au/fees/forms/refund2.html>.
- The authority for approving a refund of fees rests with the Manager, Student Finance Monash, or their nominee.

The grounds for refunds are as follows:

Full refunds. Except as otherwise set out here, a full refund means all of the course money you have paid to date for that course. A full refund will be made:

- a) in the event that the offer set out in this agreement is withdrawn by Monash;
- b) where Monash is unable to provide the course;
- c) where you were not able to meet a condition of the offer set out in this agreement;
- d) where you have been excluded by Monash/Monash College for failure to meet course progression rules but the refund applies only in respect of fees paid for that part of the course not yet delivered at the date the exclusion from learning opportunities takes effect;
- e) where there is a refusal by Australian Government authorities to grant you a student visa;
- f) where you are a commencing student and withdraw or discontinue from your course more than four (4) weeks prior to the commencement of teaching or more than four (4) weeks prior to the commencement of a research program;
- g) when illness or disability prevents you from commencing study in a course in this agreement;

- h) if Monash makes this offer on the basis of incorrect or incomplete information being supplied by you and this agreement is terminated prior to commencement of any study;
- i) if you are a continuing student and re-enrol, then withdraws before the census date (as no refunds are made after census date), then you will be refunded course fees applicable to that re-enrolment and any other course fees paid in advance;
- j) when death of a close family member (parent, sibling, spouse or child) occurs and this prevents you from commencing the course; or
- k) when other special or extenuating personal circumstances prevent you from commencing a course, and which may be accepted for a full or partial refund at the discretion of the Manager, Student Finance at Monash, or their nominee, upon review of a submission made by you to Monash /Monash College prior to the commencement of the course.

Documentary evidence must be provided in support of an application for a refund under any of the above provisions.

Partial refunds (Note: The policy of partial refunds applies to commencing students).

A partial refund means a portion of the course money you have paid to date for that course. A partial refund will be made to commencing students where you:

- a) give less than four (4) weeks notice prior to the commencement of teaching in that semester/trimester of an inability to undertake the course; or
- b) withdraw from a course prior to the Census date; or
- c) withdraw within four (4) weeks of commencement of a research program.

In these cases the tuition fee paid for the semester/trimester is refundable, less an administrative fee of AUD\$1,000.

No Refund

If you withdraw after the census date of the semester/trimester for which you are enrolled, you will not be eligible for a refund for that semester/trimester and will only be refunded any course fees paid in advance.

Note: If you are a research student who withdraws more than four (4) weeks after the commencement of the course you shall not be eligible for a refund for that research period.

Refund of packaged offers

A full refund will be made in the circumstances set out in (a) to (k) of the Full Refunds section above where you, having paid a package course fee deposit in advance, give notice in writing to Monash of an inability to undertake the principal course prior to the commencement of semester, which refund will consist of the balance (if any) of the deposit paid, after deducting an administrative fee of AUD\$1,000. Once you enrol in the Monash course the course refund provisions set out above apply.

Monash University English Language Centre Student Fees Refund and Transfer Policy and Procedure

The purpose of this policy is to provide guidance to students and staff in relation to refund and transfer of fees.

This policy is applicable to students who are currently studying at Monash University English Language Centre (MUELC). It states the circumstances under which students may transfer fees or obtain a full or partial refund.

Definitions

Formal Award Course: A program of study formally approved/accredited by a higher education provider, such as a University or TAFE, or any other relevant accreditation authority and which leads to an academic award.

Course: The total period of study for which tuition fees have been paid.

Policy Statement

MUELC undertakes to ensure that its student policies and procedures are fair and transparent and written inline with Commonwealth legislation and ELICOS accreditation requirements.

In the event that the student or fee paying party wishes to contest MUELC's rejection of their request for a refund, the student or fee paying party may access the Centre's dispute resolution procedures. The availability of complaints and appeals processes does not remove the right of the student to take further action under Australian consumer protection laws.

All requests for refunds or transfer of fees must be submitted on the Refund / Transfer of Fees Request Form along with supporting documents. Timeframes for requests and conditions for refunds and transfer of fees are set out in the Student Fees Refund and Transfer Policy and Procedures document.

Transfer of Fees

Tuition fees are only transferable to formal award courses. Evidence of acceptance into the award course by the new institution must be provided when transfer of fees is requested.

No transfers will be made to another ELICOS Centre or to another student.

MUELC will retain an administration fee of no more than 30% of the cancelled portion of fees paid.

The enrolment fee will not be transferred.

Full Refund

MUELC agrees to a full refund of tuition fees paid in Australian dollars to the original fee paying party within 28 days:

- of MUELC refusing the application for enrolment;
- on presentation of certified evidence that the Australian immigration authority has rejected the student's application for a student visa;
- where written notice of cancellation is received more than 28 days prior to commencement of the course; or
- where MUELC is unable to provide the course.

Partial Refund

MUELC agrees to refund in Australian dollars to the original fee paying party, within 28 days of receipt of written notice of cancellation by the student, all tuition fees paid less the amounts to be retained as detailed in the circumstances below:

- If written notice of cancellation is received less than 28 days prior to the commencement of the course, MUELC will retain a non-refundable amount equivalent to 5 weeks of the tuition fee.

No Refund

The enrolment fee will not be refunded.

A refund will not be given if:

- written notice of withdrawal is received after enrolment or the commencement date of the course; or
- the student fails to enrol.

Refund of Overseas Student Health Cover (OSHC)

Where a student has not arrived and has never resided in Australia, Monash University Fees Unit will claim the OSHC refund from the insurer on behalf of the student. Monash University Fees Unit will forward the OSHC refund to the student upon receiving the refund from the insurer.

Monash University English Language Centre Student Fees Refund and Transfer Policy and Procedure *cont.*

Procedure for Requesting Transfer or Refund of Fee

All requests must be made on the Transfer of Fees / [Refund Form](#) and must be accompanied by supporting documentation.

Complaints and Appeals

In the event that the student or fee paying party wishes to contest MUELC's rejection of their request for a refund, the student or fee paying party may access the Centre's [dispute resolution procedures](#).

This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take further action under Australian consumer protection laws.

In the unlikely event that MUELC is unable to deliver your course in full, you will be offered a refund of all the course money you have paid to date. The refund will be paid to you within 2 weeks of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course by MUELC at no extra cost to you. You have the right to choose whether you would prefer a refund of course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to

indicate that you accept the placement. Finally, should MUELC be unable to provide a refund or place you in a suitable alternative course, the [ESOS Assurance Fund Manager](#) will attempt to place you in a suitable alternative course or if this is not possible, you will be eligible for a refund as calculated by the Fund Manager.

Note: This agreement does not remove the right to take further action under Australia's consumer protection laws.

International Recruitment Services

Need help?

For assistance with your acceptance:
Email: scenquiries@adm.monash.edu.au
Telephone: +61 3 9903 4788

Return your completed and signed acceptance to:

International Recruitment Services,
871 Dandenong Road,
Caulfield East, Victoria, 3145,
Australia

Monash on the web

Course finder

www.monash.edu/study/coursefinder

Faculty handbooks

www.monash.edu/pubs/handbooks

Fees

www.monash.edu/fees

Home page

www.monash.edu

International students

www.monash.edu/study/international

Monash College course information

www.monashcollege.edu.au

Monash University English Language Centre

www.monash.edu/englishcentre

Monash University publications

www.monash.edu/pubs

Off-campus learning

www.monash.edu/offcampus

Scholarships

www.adm.monash.edu/scholarships