

ACCEPT YOUR PLACE AT VU



**VICTORIA
UNIVERSITY**

**A NEW
SCHOOL OF
THOUGHT**

INTERNATIONAL STUDENT OFFER
ACCEPTANCE INFORMATION



WELCOME

Congratulations on receiving an offer to study at Victoria University – one of Australia's most multicultural universities.

At VU, more than 36,000 students from 90 nations enjoy a warm inclusive atmosphere and fantastic array of courses. We are passionate about education.

VU has Victoria's best student-to-teacher ratio (Australian Vice-Chancellors' Committee Report 2005) and in both the 2005 and 2006 Good Universities Guide, our graduates gave us the maximum 5-star rating for their educational experience.

The University won the 2005 Australian Tourism Awards for Excellence in Tourism Education and Training, the third time VU has won this award. The national award follows the University's success at the Victorian Tourism Awards. It has now won the state award for tourism education and training six times.

We are one of only five universities in Australia to offer both higher education and vocational Technical and Further Education (TAFE) courses. More than 3500 staff assist students at 11 campuses and sites across Melbourne's west and Central Business District (CBD), teaching more than 700 courses. We are connected to 93 international exchange partners and have 200,000 graduates.

Victoria University offers unique education pathways that allow our students the option to move within and between TAFE and higher education sectors. We encourage lifelong learning by recognising an individual's past experiences

and achievements, giving them credit for the equivalent educational units.

A feature of VU is our commitment to the application of skills in both our teaching and research work. Most TAFE courses include extensive work experience programs linked to external industry partners, where students gain a good grounding in skills and establish knowledge of their future work places.

More than 2900 international students study at our Melbourne campuses. The majority of these students come from South-East Asia and the subcontinent countries of India, Pakistan and Bangladesh, while increasing numbers are from the Middle East, Mauritius, North America and Scandinavia.

Another 3900 international students are enrolled in a Victoria University qualification in their home country. Many of these students then transfer to one of our Melbourne campuses to complete their studies.

No matter what you want out of life, we can help you achieve it. We would welcome you to come and join Victoria University – A New School of Thought.



Professor The Hon. Stephen Martin
Pro Vice-Chancellor (International)
May 2006



CONTENTS

| | PAGE |
|----------------------------------------------|------|
| ACCEPTING YOUR OFFER | |
| International Students | 4 |
| Study Abroad/Exchange Students | 4 |
| Deferment of Your Offer | 4 |
| VISA INFORMATION | |
| Your Student Visa – Step by Step | 5 |
| Visa Regulations | 5 |
| Full-Time Study | 5 |
| Students Under 18 Years of Age | 5 |
| Credit for Prior Learning | 5 |
| Visa Extensions | 5 |
| Working While Studying | 5 |
| Dependants' Work Rights | 6 |
| Family Members | 6 |
| Postgraduate Research Students' Dependants | 6 |
| Change of Address | 6 |
| Course with Multiple Exit Points | 6 |
| Use of Personal Information | 6 |
| STUDENT HEALTH COVER | |
| Overseas Student Health Cover (OSHC) | 7 |
| PRE-DEPARTURE AND ARRIVAL INFORMATION | |
| Important Documents to Bring with You | 8 |
| Accommodation | 8 |
| Airport Reception | 8 |
| Orientation Program | 8 |
| Study Abroad and Exchange Students | 8 |
| On Arrival | 8 |
| REFUND POLICY | 9 |
| CAMPUS LOCATIONS | 11 |

ABOUT THIS GUIDE

The information contained in this booklet is intended to provide prospective international and Study Abroad/exchange students with an overview of the procedures required in order to accept an offer into a Victoria University program.

Further information about VU or copies of this course guide can be obtained through Victoria University International at: WWW.VU.EDU.AU/INTERNATIONAL

Information in this booklet is current as of the publication date, July 2006, and may be subject to change. Fees are in Australian dollars (AUD), are indicative only, and may be subject to change. This booklet is provided for information only and does not form any part of a contract between any person and the University.

PERSONAL INFORMATION

As a public sector agency, Victoria University must obey the Victorian Information Privacy Act 2000 and the Information Privacy Principles

under it. The University must also comply with certain information privacy obligations under the Commonwealth Privacy Act 1988. The University's Information Privacy Policy is available online at WWW.VU.EDU.AU/SERVICES/GOVERNANCE_AND_POLICY_BRANCH

CRICOS Provider Code 00124K

©Victoria University 2006

Produced by Victoria University International
Design and layout: 20/21 Design Services

ACCEPTING YOUR OFFER

INTERNATIONAL STUDENTS

Your Victoria University offer is included with this booklet. Please read your offer letter carefully as your entry into the course may depend upon you satisfying prerequisite conditions.

If you receive a conditional offer, this means you have a place in the program, but will need to meet the conditions specified in the offer letter before enrolling.

To confirm your acceptance of this offer you are required to:

1 READ THIS OFFER ACCEPTANCE BOOKLET.

Strict policies and guidelines apply to international students. Please read this booklet carefully.

2 COMPLETE AND RETURN THE INTERNATIONAL STUDENT OFFER ACCEPTANCE FORM.

The International Student Offer Acceptance Form can be found in the centre of this booklet. You will need to complete and return the form in order for Victoria University International to process your acceptance.

3 ARRANGE TO PAY YOUR COURSE DEPOSIT AND OVERSEAS STUDENT HEALTH COVER (OSHC).

Option 1: Bank Draft/Cheque

Forward a bank draft/cheque made payable to Victoria University covering your first semester tuition fee and your Overseas Student Health Cover fee. (Please note a AUD\$20 dishonour fee is charged to students whose cheques are dishonoured.) Forward the bank draft/cheque with your completed Offer Acceptance Form to:

Victoria University International
PO Box 14428
Melbourne Victoria 8001 AUSTRALIA

Note: Please write your student ID number and full name on the back of each draft/cheque. You will find your student ID number included in the Letter of Offer, which you received with this booklet.

Option 2: Telegraphic Transfer

When paying by this option, your payment will be transferred directly into the Victoria University bank account from your bank. When arranging payment by telegraphic transfer, you need to include an extra



AUD\$20 for bank fees charged by the receiving bank. The University does not have any control over this, as these are standard fees charged by the banks. After the transfer has been made, you will be given a Transfer Confirmation Slip, which must be forwarded to Victoria University International along with your signed International Student Offer Acceptance Form. If you do not have a Transfer Confirmation Slip you can forward the following details with your signed Offer Acceptance Form:

- VU Student ID number
- Family name, other names
- Amount transferred AUD\$
- Course details (including course name, course code and intake)
- Date of transfer
- Country from which payment was sent

The details of Victoria University's bank account are:

Account Name: Victoria University Operating Account
Bank Name: National Australia Bank
Branch Address: 330 Collins Street
Melbourne Victoria 3000 Australia
BSB Number: 083 004
Account Number: 62 191 9124
Swift Number: NATAAU3303M

Once Victoria University International has received the Offer Acceptance and payment, we will forward you a pre-departure package consisting of the electronic Confirmation of Enrolment (eCOE) and the International Student Arrival Guide. The eCOE is a document you must submit as part of your student visa application.

STUDY ABROAD/EXCHANGE STUDENTS

If you receive a letter of offer for the Study Abroad program the semester program fee is specified. If you receive a Letter of Offer for the Exchange Program there will be a Tuition waiver.

All International Exchange and Study Abroad students are required to make payment for the compulsory OSHC when accepting their offer – refer to your Offer Acceptance Letter.

In accepting their offer, you must nominate at least 6-8 subjects, which must be approved by your home institution. This list of pre-approved units must be returned with your Offer Acceptance Form. Study Abroad and exchange students may select subjects from across each faculty: Business and Law; Arts, Education and Human Development; Health, Engineering and Science. You will be enrolled in the faculty from which the majority of your subjects have been selected.

Note: Not all subjects listed in the VU Handbooks will be offered each semester.

DEFERMENT OF YOUR OFFER

If you want to defer your offer, please inform Victoria University International in writing. (Please refer to the back cover for contact details.)

VISA INFORMATION

YOUR STUDENT VISA – STEP BY STEP

To help you through the process of applying for a student visa please access the following website – ‘Your Student Visa – Step by Step’:
www.immi.gov.au/study/tool/index.htm

This will show you the requirements you need to meet in order to be granted an Australian student visa. Requirements for student visas vary according to the assessed risk level of the applicant and their proposed course of study. Assessment Levels are determined by the passport held and visa subclass applied for. Assessment Level 1 is deemed the lower Assessment Level and Assessment Level 5 the highest. ‘Your Student Visa – Step by Step’ can be used by anybody who would like to find out about the requirements for making a student visa application. You need to follow all the steps in ‘Your Student Visa – Step by Step’ to be confident that you understand the requirements for making a student visa application.

Note: only students from Assessment Level 1 can apply for their initial student visa in Australia.

Some Assessment Levels require students to first apply for a Pre Visa Assessment (PVA) prior to the students accepting their offer letter and the eCOE being issued. Information is available either from your Australian Diplomatic Mission or the following web site at www.immi.gov.au

For information on the provision of education to international students and the code of practice and guidelines for Australian universities visit www.avcc.edu.au

The Department of Immigration and Multicultural Affairs (DIMA) also operates a national telephone line on 131 881, for the cost of a local call anywhere in Australia.

VISA REGULATIONS

When you apply for a visa from overseas, your application is handled by the Australian Diplomatic Mission (Embassy, High Commission, Consulate or Consulate-General) in your home country.

After your arrival in Australia, all issues relating to your student visa are handled by DIMA. The student visa

that allows you to enter and remain in Australia for the duration of your course is subject to a number of conditions. These conditions are shown on the visa label in your passport as a four-digit numeric code with a brief description. Information regarding these visa conditions can be viewed on the DIMA website www.immi.gov.au/study/visas/conditions_mandatory.htm

It is important that you understand the conditions attached to your visa. Your visa may be cancelled if you fail to comply with any of these conditions, and you and your family will be required to leave Australia. You must inform DIMA if you change your enrolment in any way, such as withdrawing from or changing your course or the duration of your course. You cannot remain in Australia if you withdraw from your course and are not formally enrolled in another course even though your visa appears to be valid.

To identify the closest Australian Diplomatic Mission for your home country, please visit www.dfat.gov.au/missions

Information on immigration and visa matters can be obtained from the DIMA website www.immi.gov.au

FULL-TIME STUDY

It is a student visa requirement to study full-time and satisfy course requirements in order to maintain a valid enrolment.

STUDENTS UNDER 18 YEARS OF AGE

If you are under 18 years of age, it is possible for one of your parents or relatives to apply for a Student Guardian Visa to accompany you to Australia. For more information visit www.immi.gov.au/study/visas/guardian.htm

If you are under the age of 18 and wish to apply for a student visa, the Australian Government requires that you:

- live with a parent or custodian in Australia, or with a nominated eligible relative, who is over the age of 21; or

- make suitable accommodation arrangements with a supervised nominated caregiver approved by Victoria University.

You will also be required to submit the ‘Victoria University International Under 18 Care Giver Form’ when accepting your offer to study at Victoria University. This form can be found in your offer pack if you are under 18 years of age.

CREDIT FOR PRIOR LEARNING

Credit for ‘Recognised Prior Learning’ affects the duration of your visa. If credit is obtained after enrolling at Victoria University, the University will notify DIMA of the credits and the shortened duration of your course. However, you must still maintain full-time enrolment. A revised Confirmation of Enrolment (eCOE) will be issued that you must present to DIMA.

VISA EXTENSIONS

If required, Victoria University International can help you organise a new eCOE in order to extend your visa and your course in Australia. DIMA will require that you undergo a health check, submit a financial statement and academic transcripts. You should contact Victoria University International for an application to extend your visa in a current course of study. You must apply for an extension before your visa expires, and allow at least one week for Victoria University International to process the application. The fee for a new visa is currently AUD\$430 and the fee for the medical and x-ray examinations is AUD\$235. Note: fees are subject to change.

WORKING WHILE STUDYING

International students can work a maximum of 20 hours per week while the course is in session and full-time during the holiday periods. You should not expect to rely on this form of income for support because suitable work is not always easy to find. In order to be able to work, you will need to apply for a Work Rights Visa after you arrive and after you have commenced study. The Work Rights Visa costs an additional AUD\$60 and application forms can be downloaded from www.immi.gov.au/forms_booklets/index.htm

You can also lodge your application for permission to work online at www.immi.gov.au/e_visa/students.htm

Student visa holders found to be working in excess of the maximum hours allowed, are subject to mandatory visa cancellation.

DEPENDANTS' WORK RIGHTS

Dependents of overseas students also have to apply for a Work Rights Visa and are permitted to work 20 hours per week. Dependants of Masters by Research and Doctorate overseas students may apply for unlimited work rights after the principal student visa holder has commenced his or her course in Australia.

FAMILY MEMBERS

If you are planning to bring your family with you to Melbourne, please check with DIMA or the nearest Australian Diplomatic Mission for restrictions before doing so. Generally, if you are in an Assessment Level 3 to Level 5 and your course duration is under 12 months your family will not be allowed to accompany you to Melbourne. You will also need to provide proof of OSHC family membership and proof that arrangements have been made for your children between the ages of five to

15-years to be enrolled in Australian schools. You will be expected to meet the costs of enrolling your children in school. There are many good secondary and primary schools in Victoria. The costs of enrolling your children in a private school will be substantially higher than for government schools. If you receive an Australian Government Scholarship through AusAID, you may be eligible to apply for an AusAID dependant visa to cover school fees for your children. Within the Department of Education and Training, Victoria, the International Student Program Unit (ISPU) is responsible for the enrolment of international students at Victorian government schools and provides advice while the children are enrolled at a government school. For further information visit www.study.vic.gov.au.

Family members aged 18 years or over may only study for up to three months. If they wish to undertake a course of study that exceeds three months, they must apply for a student visa in their own right.

Please note that your student visa assessment criteria may change if your family is accompanying you.

For a complete list of government and private primary and secondary schools, visit www.eduweb.vic.gov.au/SchoolsOnline

Costs, application and enrolment information for government primary and secondary schools can be found at www.sofweb.vic.edu.au

Applications to private schools must be made directly to the school of your choice.

POSTGRADUATE RESEARCH STUDENTS' DEPENDANTS

If you are an international postgraduate research student, then your dependants will receive full exemption for tuition fees in government primary and secondary schools from 1 January 2006. The exemption applies if you are an international postgraduate research student holding a Subclass 574 Visa. In the event that you acquire a different visa class, you may be required to pay tuition fees for your dependants.

CHANGE OF ADDRESS

Upon arriving in Australia you are required to advise Victoria University International of your residential address and telephone number and must inform us within seven days of any subsequent changes to your residential address. This is a mandatory condition of student visas. Failure to notify the University of a change of address may result in the cancellation of your student visa.

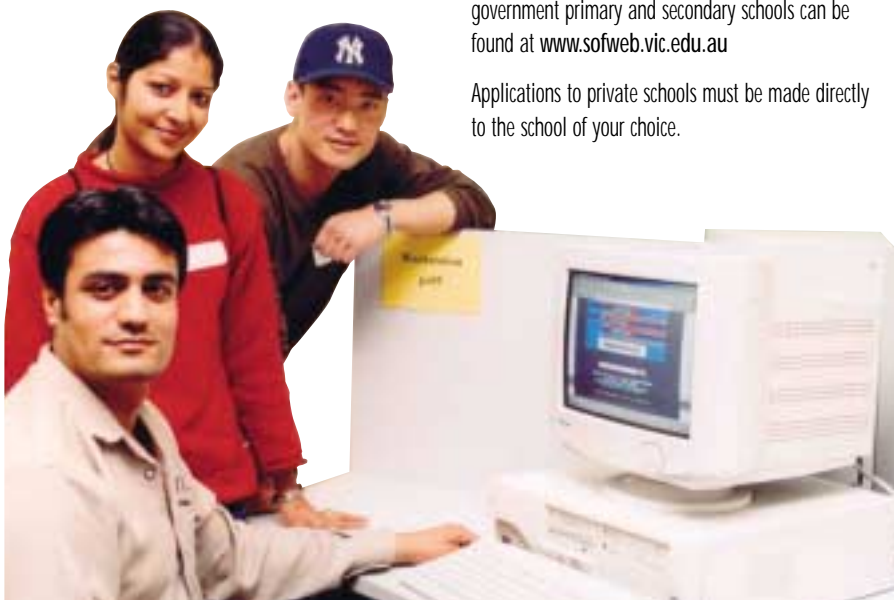
COURSE WITH MULTIPLE EXIT POINTS

Many Victoria University courses have multiple exit points. If you choose to finalise your studies or make any change to your enrolment prior to the expiry date of your student visa, Victoria University International is obliged to notify the Department of Immigration and Multicultural Affairs.

It is important that you have a valid eCOE for the duration of your study and that this eCOE matches your enrolment.

USE OF PERSONAL INFORMATION

Information that you provide to Victoria University may be made available to Commonwealth and State agencies and the Fund Manager of the ESOS Assurance Fund, under the ESOS Act 2000 and the National Code.



STUDENT HEALTH COVER

OVERSEAS STUDENT HEALTH COVER (OSHC)

OSHC is medical insurance to cover you (and any accompanying family members) for medical and hospital costs while you are in Australia.

It is a condition of your student visa that all international students, and their dependants, must pay health insurance through the OSHC Scheme. Further information can be found at www.health.gov.au

Victoria University's preferred provider is OSHC Worldcare. The premium for a 12-month single cover is AUD\$349 (2006 rate). Information about OSHC

Worldcare and premiums can be found at www.oshcworldcare.com.au

When accepting your offer, you will be required to pay OSHC for the full duration of the course you are enrolling in. This will ensure that OSHC is valid during your stay in Australia and that you will receive the benefits of a discounted rate for the second and subsequent years of study.

Victoria University International will forward this payment to OSHC Worldcare for processing and arrangements will be made to send your membership card when you arrive in Australia.

Note: Norwegian students with Norwegian National Insurance Scheme cover and Swedish students with international cover arranged through the National Board of Student Aid (CSN) will not need to take out additional OSHC due to reciprocal arrangements between these governments and the Australian Health Department. These students need to provide documentation to prove that they hold the appropriate insurance.

AusAID Students: Students whose studies are sponsored by AusAID will not be required to pay their own OSHC.



PRE-DEPARTURE AND ARRIVAL INFORMATION

IMPORTANT DOCUMENTS TO BRING WITH YOU

1. A valid passport and student visa. Make photocopies of the photo ID and visa pages, leave one copy with a family member and bring another in your luggage.
2. Your letter of offer from Victoria University and a copy of your eCOE.
3. Your International Student Arrival Guide.
4. Originals or certified copies of your academic transcripts, completion certificates and English test results. You will also need a copy of your course syllabus if you wish to apply for credit transfer.
5. A letter of financial guarantee from your sponsor if you are a scholarship student.
6. Accommodation references (if applicable).
7. Documentation relating to any disabilities or medical conditions suffered by you or your family, prescriptions for glasses or medication (if applicable).

ACCOMMODATION

Temporary accommodation can be booked at Victoria University's Student Village or Sunbury Hall, or at one of the many motels, hotels and hostels available in Melbourne.

The Student Village located in Maribyrnong – nine kilometres from Melbourne's Central Business District – offers self catered accommodation for students on 12 hectares of parkland. The Student Village is not located on Victoria University campus grounds; however, it is well served by public transport, with bus and tram connections available from the main gate.

Sunbury Hall is located right on Victoria University's Sunbury campus, which is about 35-40 minutes by car from the CBD. Sunbury is also well served by regular train and bus services to the CBD. Sunbury Hall offers self-catered accommodation for students in a single building in the historic buildings and gardens of the Sunbury Campus.

To book accommodation at either the Student Village or Sunbury Hall, please follow the procedures set out in the brochure you received in your Pre-Departure Package by filling out and returning the application form along with a non-refundable application fee of AUD\$35 and the



required references. For further information on the Student Village and Sunbury Hall visit www.residences.vu.edu.au

For up-to-date information on where to find accommodation, visit www.vu.edu.au/international/Pre-Departure_And_Arrival/Accommodation/

Students can view lists of homestay organisations, hostels, hotels and motels by visiting the housing database provided by Victoria University's Student Services branch. Email housing@vu.edu.au for a password, then visit the Student Housing Services website at www.vu.edu.au/ss/housing and choose from the menu on the right hand side. These lists include contact details that you can use to book your temporary accommodation directly.

The Housing Service is located at Student Support, Telford Building, Footscray Nicholson Campus. Phone 61 3 9919 8886; Fax: 61 3 9919 7079; Email housing@vu.edu.au.

AIRPORT RECEPTION

Victoria University International can arrange for you to be met at Melbourne International Airport and transfer you to your accommodation in Melbourne.

If you require this service please complete the online Airport Reception form, which can be found at www.vu.edu.au/international/Pre-Departure_And_Arrival/Airport_Reception/

Students can also make their own way to the city centre via the Skybus service at a cost of approximately

AUD\$15 per adult. Further information on this service can be found at www.skybus.com.au. Metered taxis are also available at the airport taxi rank and cost approximately AUD\$45 to the city centre.

Melbourne International Airport is located 25 kilometres, or a 30-minute drive from the centre of Melbourne along the Tullamarine Freeway.

ORIENTATION PROGRAM

All international students are encouraged to attend the University's Orientation Program, particularly if you have not previously studied in Australia. Orientation consists of academic and social components, and information specifically designed for international students. Orientation is held the week prior to the commencement of classes and provides the opportunity for you to learn about the support services and facilities available to you at Victoria University and to familiarise you with your new environment. There are workshops on housing, employment, finance, enrolment and other student matters. Orientation is an exciting time of the year; there are a number of social activities and numerous opportunities to meet with other new students. Enrolment will also take place during this period. For more information visit www.vu.edu.au/international/orientationenrolment

STUDY ABROAD AND EXCHANGE STUDENTS

A special orientation session is held during Orientation Week for Study Abroad and exchange students. This session will provide you with information on your study program, as well as activities available within Melbourne to maximise your enjoyment while studying at Victoria University. A welcome reception will be held, which will provide an opportunity for you to meet all new exchange and Study Abroad students. Prior to your departure, you will also be invited to join us at a farewell function.

ON ARRIVAL

You must ensure that you arrive in Melbourne by the commencement date stated on your offer letter. Students who are late may not be able to commence classes.

REFUND POLICY

1. GENERAL PRINCIPLES

- 1.1 Victoria University's policy on the refund of tuition fees has been determined in accordance with the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students ('the National Code'), the Education Services for Overseas Students Act 2000 ('ESOS Act 2000'), and Education Services for Overseas Student Regulations 2001 ('ESOS Regulations 2001').
- 1.2 The policy applies equally to commencing international students and continuing international students.
- 1.3 Before a refund can be processed, the funds covering the tuition fee must be available to the University, i.e. cheques and drafts cleared and telegraphic transfers received.
- 1.4 Refunds will be paid within four (4) weeks of receiving a written claim, including all relevant documentation, from the student. A full refund will be paid within two (2) weeks if the University defaults.
- 1.5 Generally, students who withdraw after four weeks of commencement of a program will not be eligible for a refund, unless otherwise stated in this policy.

2. REFUND PROCEDURE

- 2.1 Applications for a refund must be made in writing to the Director, Victoria University International, setting out the reasons for the request and accompanied by supporting documentation, as appropriate. If the international student has already arrived in Australia, an 'Application for Refund of International Student Fees' must be completed and lodged at Victoria University International, City Flinders Lane Campus or Footscray Park Campus.
- 2.2 The refund will be made payable to the student (unless otherwise requested in writing). The refund draft will be made payable in Australian dollars, and sent to the international student's permanent home country address.

- 2.3 Where a tuition fee has been paid by a sponsoring body or scholarship agency, any refund payable will be made to the sponsoring body or scholarship agency.
- 2.4 Where an international student is transferring to another institution, the refund will be paid direct to the new institution, unless the international student can provide evidence of having paid the tuition fee to that institution.

3. TOTAL REFUNDS

- 3.1 A full refund will be made:
 - (a) In the event that an offer is withdrawn by the University;
 - (b) The University is unable to provide the course;
 - (c) Where a student was not able to meet a condition required by the University in its letter of offer;
 - (d) Where a student has been excluded by the University for failure to meet degree or diploma progression rules and where fees were paid in advance of notification of exclusion;
 - (e) Where there is a refusal by the Australian Government authorities to grant a student visa or the visa is not granted in time for the student to commence the course on the agreed start date;
 - (f) When illness or disability prevents the student from taking up the course;
 - (g) When the death of a close family member (parent, sibling, spouse or child) occurs;
 - (h) When a political or civil event prevents acquittal of fee; or
 - (i) Other special or extenuating circumstances preventing a student from proceeding may allow for full or partial refund at the discretion of the Director, Victoria University International, or their nominee, provided the request is made prior to the commencement of the course.
- 3.2 Documentary evidence must be provided in support of an application for a refund under any of the above provisions, with the exceptions of 3.1(a) and (b).

4. PARTIAL REFUNDS

- 4.1 Where a student, having paid his or her tuition fees for one semester in advance, gives notice in writing to the Director, Victoria University International, at least four (4) weeks prior to commencement of teaching in that semester (or four weeks prior to the specified date for the commencement of a research program), of an inability to undertake the course, tuition fees paid in respect of the semester are refundable, less a service charge of 10 per cent of the prescribed semester fee.
- 4.2 Where a student gives less than four (4) weeks notice, prior to the commencement of teaching in that semester, of an inability to undertake the course or withdraws within four (4) weeks of commencement of a program, 50 per cent of the prescribed semester fee is refundable.

5. NO REFUNDS

- 5.1 A student who withdraws after four (4) weeks from the commencement of teaching in either semester, shall not be eligible for a refund.
- 5.2 A research student who, for whatever reason, withdraws more than four (4) weeks after the commencement of the course shall not be eligible for a refund.
- 5.3 A student who has failed to enrol, has not commenced classes and has been provided with sufficient notice of the course commencement date, shall not be eligible for a refund.

6. LEAVE OF ABSENCE

If a student is granted leave of absence, 50 per cent of the prescribed semester fee will be refundable. The balance will be retained and offset against the commencing student fee in the appropriate semester. The retained fee will be forfeited if the student does not give notice in writing to the Director, Victoria University International, at least four (4) weeks prior to the commencement of the semester, of his or her inability to recommence the course.

7. OVERSEAS HEALTH COVER REFUNDS

- 7.1 If a student is overseas, the request for refund should be forwarded to Victoria University International, which will contact the health cover provider. The health cover provider will refund the money to Victoria University International, which will then forward a draft to the student.
- 7.2 If a student is in Australia, he/she is responsible for contacting the health cover provider directly to arrange a refund.

8. ENGLISH LANGUAGE INSTITUTE

- 8.1 Where a student, gives notice in writing to the Director, Victoria University International, at least four (4) weeks prior to commencement of teaching, of an inability to undertake the course, tuition fees paid are refundable, less a service charge of 10 per cent of the prescribed fee.

- 8.2 Where a student gives less than four (4) weeks notice, prior to the commencement of teaching, of an inability to undertake the course; or withdraws within four (4) weeks of commencement of the course, 50 per cent of the fees payable will be refunded. The maximum amount retained by Victoria University will not exceed 10 weeks of the published tuition fee.

9. FEES REFUND RELATED TO INTERNATIONAL STUDENTS WHO OBTAIN PERMANENT RESIDENT STATUS

- 9.1 An international student who is granted Permanent Resident Status prior to the census date (31 March, 31 August and 15 December) for that semester, will be refunded all fees that have been paid for the forthcoming semester/year. Resident status is recognised from the date stamped on the student's passport (visa label), not the date on which the application for status is

made. These students lose their full-fee student place and must re-apply for course entry in competition with other course applicants for government-funded places.

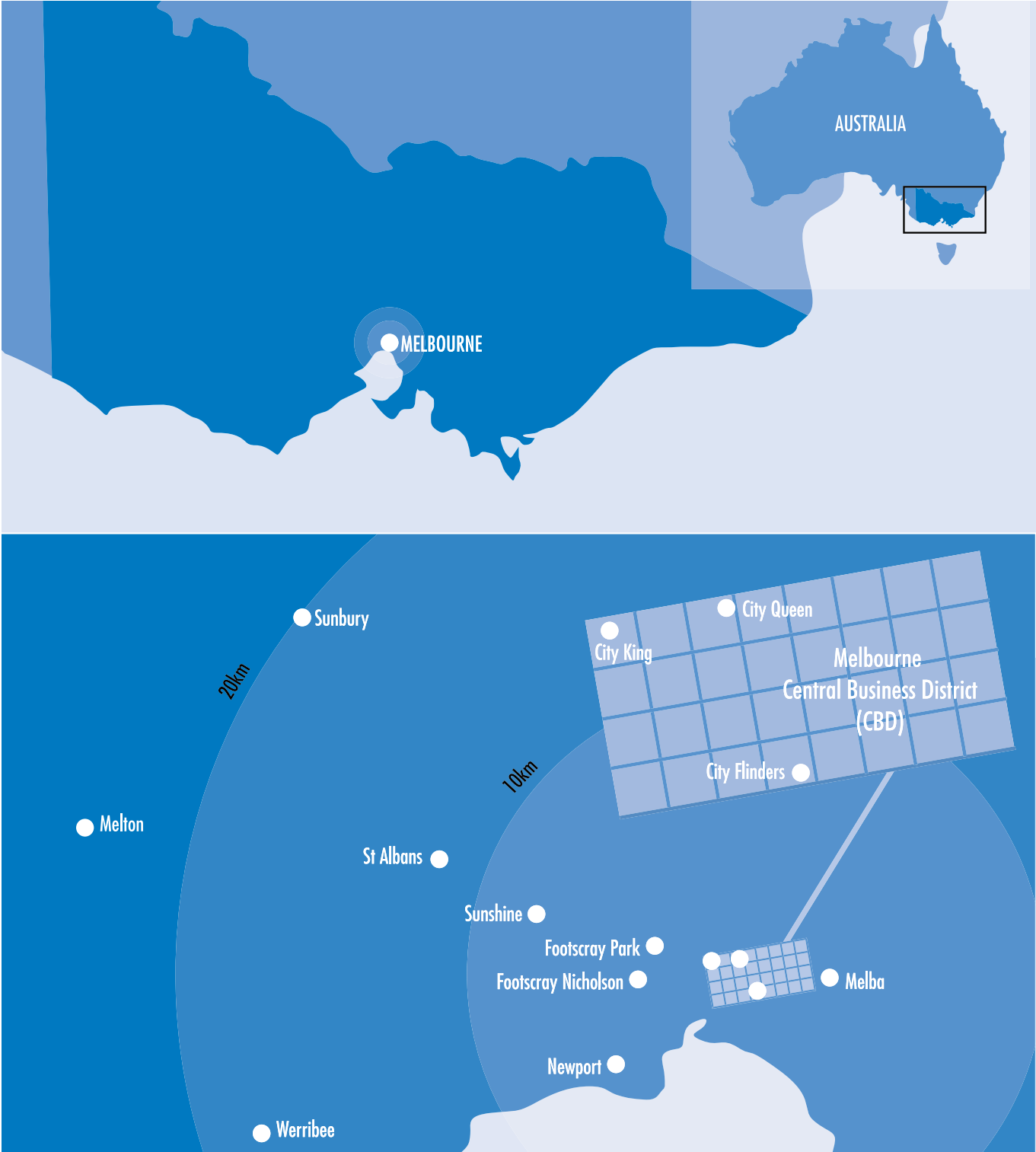
- 9.2 If a student is granted Permanent Residency after a census date, the student will be classified as an international student for the remainder of the semester in which this change occurs.

10. REVIEW PROCESS RELATED TO FEES REFUND

- 10.1 Information on the University's dispute resolution procedure can be obtained from the international student advisers.
- 10.2 The University's dispute resolution process does not preclude a student from taking other legal action to recover any fees paid, including a debt action in a court of law. This agreement does not remove the right to take further action under Australia's consumer protection laws.



CAMPUS LOCATIONS





**VICTORIA
UNIVERSITY**

**A NEW
SCHOOL OF
THOUGHT**

POSTAL ADDRESS

Victoria University International
City Flinders Campus
PO Box 14428
Melbourne, Victoria 8001
AUSTRALIA

STREET ADDRESS

Victoria University International
City Flinders Campus
Level 3, 301 Flinders Lane
Melbourne, Victoria 3000
AUSTRALIA

Phone 61 3 9919 1164

Fax 61 3 9919 1009

Email INTERNATIONAL@VU.EDU.AU

WWW.VU.EDU.AU/INTERNATIONAL

