

## Student Fees and Refund Policy

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### 1. Purpose

The purpose of this policy is to detail the fees related processes and procedures applicable to students who are or wish to be enrolled with UniSmarter.

### 2. Application

This policy applies to all modules offered by UniSmarter to the students.

### 3. Tuition Fees

Students are charged tuition fees for the modules in which they are enrolled. The latest tuition fees are available on the UniSmarter website.

Tuition Fees may vary each year and students must pay the latest module tuition fee applicable to the study period in which they are enrolled.

It is the student's responsibility to ensure that tuition fees are paid no later than the due date.

### 4. Other Fees or Charges

Students will be charged a Supplementary Exam fee if they are approved for a supplementary final exam under the Special Consideration policy (also refer to Final Examination policy and the Letter of Offer). The fees must be paid before taking the supplementary exam.

### 5. Payment Options and Due Dates

It is the student's responsibility to ensure that an appropriate payment option has been actioned prior to the due date for the study period in which they are enrolled.

Payment Options and due dates are indicated for:

- *Commencing students:*  
In the offer letter received by students commencing study with UniSmarter for the first time;
- *Continuing students:*  
No later than close of business on the Friday prior to the week in which teaching of the module commences. The date can also be viewed on the website in the Important Dates section.

### 6. Non Payment of Fees

UniSmarter reserves the right to cancel a student's enrolment in a module/s during a study period if the student has not paid tuition fees by the due date.

Any student who has outstanding fees at the end of a study period will not receive final grades for the modules in which they have been enrolled so will not have the opportunity to progress to further study with any articulation partners of UniSmarter.

## 7. Refunds

A student may cancel their enrollment in a module / modules at any time. Student notifications of an enrollment cancellation or deferral to another study period, must be made in writing to UniSmarter.

The refund applicable will be dependent upon the date the student notification is received by UniSmarter.

### 7.1 Refund Applicable

The date applicable to the refund will be the date the request is received by UniSmarter from the student.

Reason for Refund	Date Refund Request Received	Refund applicable
Offer is accepted and then commencement is deferred until a later study period.	Prior to commencement of a study period initially nominated by the student.	All tuition fees already paid by the student are transferred to the future study period.  If after deferring commencement a student then chooses <b>not</b> to commence, the refund applicable follows the refund policy, which is dependent upon the date the student notification is received.
Withdrawing from the program / study period	Before 5 pm on the Friday of the first week of studies	Full refund of tuition fees paid less an administration charge of 5%.  NOTE – Students who have paid for the entire program can only withdraw during their first week of their first study period with UniSmarter
Withdrawal from the program / study period	After 5 pm on the Friday of the first week of studies	No refund is applicable unless the student is deferring enrolment, in which case fees paid are transferred to a future study period.
UniSmarter is unable to deliver the module	Not applicable	100% of tuition fees paid by the student are refunded.
UniSmarter cancels the student's enrolment for Student Misconduct	Not applicable.	No tuition fees are refunded. A 100% cancellation charge is applicable.
UniSmarter terminates enrolment for inability to meet academic / engagement conditions	Not applicable	No tuition fees are refunded. A 100% cancellation charge is applicable.

Besides the above, UniSmarter will offer a refund of 100% of tuition fees if the student's visa to their preferred destination is rejected under the following conditions:

- The student is enrolled for a full-load of UniSmarter modules required for progression to their chosen program;
- The student has not failed any of the modules they are enrolled for; student should have completed all modules with at least a Pass score
- The visa rejection is NOT for submission of fraudulent, incorrect or inadequate documents / information;
- The visa application has been submitted within 3 months of completing the program (from the date of the grade release of the last module);
- The student has applied for a visa with a UniSmarter partner institution only
- The student has elected to not go to a UniSmarter partner institution in another destination country (including India); and
- The student or their authorized agent applies for the refund, along with the evidence of rejection, within 2 weeks of receiving the visa rejection letter.
- The student has not violated any of the student policies during their enrolment during their studies with UniSmarter

Each refund request will be assessed by UniSmarter for approval. UniSmarter reserves the right to review the student's visa application and supporting documents to determine the reason for the visa rejection by the visa authorities. If on thorough review of the documentation it is revealed that any of the below conditions apply, then the refund request will be declined:

- The student has provided fraudulent documents, and/or incorrect or misleading information or misrepresentation during their visa application process.
- The student is unable to show sufficient genuine funds to be able to support their stay and studies as required by the visa authority or as per accepted guidelines for that country.
- The student file was marked for additional scrutiny by the respective visa authority during the application process (For example - Australia visa cases being asked for an additional interview)
- The student was unable to justify their choice of course of study and institution in the destination country.
- The student withheld important information related to the student/family profile that may have impacted the visa decision.
- The student is an unlawful citizen of the country or has a criminal history.
- The student had 1 or more prior visa rejections for their chosen destination of study.
- The student was unable to provide adequate documents or was unable to provide additional information requested by the visa authority during the application process or did not complete the visa process.

- The student has immediate family members residing in the destination country who have non-compliant immigration history in that country.
- The student has re-applied for their student visa after an initial refusal without prior written consent from UniSmarter.

Additionally, if the student is rejected at the Navitas GTE / CAS evaluation stage, UniSmarter may offer a 100% refund of the tuition fees under exceptional circumstances. The student would need to meet at least the following conditions to be eligible for the refund::

- The student is enrolled for a full-load of UniSmarter modules required for progression to their chosen program;
- The student has not failed any of the modules they are enrolled for; student should have completed all modules with at least a Pass score;
- The credibility failure is NOT for:
  - Submission of fraudulent, incorrect, or inadequate documents / information.
  - The student's inability to show sufficient genuine funds to be able to support their stay and studies as required by Navitas / visa authority or as per accepted guidelines for that country.
  - The student's inability to provide adequate documents or was unable to provide additional information requested by the Navitas during the GTE process.
  - A student failing to clear the credibility interview conducted by Navitas / University partner.
- The student has applied to a UniSmarter partner institution only.
- The student has elected to not go to a UniSmarter partner institution in another destination country (including India); and
- The student or their authorized agent applies for the refund, along with the evidence of rejection, within 2 weeks of receiving the rejection letter from the overseas college.

### 7.2 Payment of Refunds

All refunds are paid in Indian Rupees. The refund will be paid to the student unless UniSmarter is given contrary advice in writing by the student.

### 7.3 Exceptional circumstances

Any student whose cancellation of enrolment for a module/s was due to exceptional circumstances can request that the cancellation be waived or reduced. Requests must be made in writing within 6 months of the Refund Request being received by UniSmarter and must be accompanied by documentary evidence.

## 8. Related Documents

- Final Examination policy
- Special Consideration policy
- Letter of Offer

### Amendment History

<b>Department:</b>	Academic Affairs	
<b>Approval Authority:</b>		
<b>Initial Approval Date:</b>	7 <sup>th</sup> July 2020	
<b>Date for Next review:</b>		
Revision Date	Version	Summary of changes
07/07/2020	1	Original
20/07/2020	1.1	Added section 4 - Other fees or charges
27/10/2020	1.2	Added policy for refund in case of visa rejection
25/03/2021	1.3	Amended policy for refund in case of visa rejection to 100% refund
06/05/2021	1.4	Amended policy for refund to include 3-month time limitation for application of visa, and GTE based refund on case-by-case basis
06/12/2021	2	Under Section 7.1 (Refund Applicable), added the clause for no refund being applicable incase the student is terminated for inability to meet the academic/engagement requirement
21/07/2022	2.1	Appended Section 7.1 "Refund Applicable" to clarify that students, who pay full program fee, can only withdraw in their first week of teaching of the program
16/01/2023	2.2	Appended Section 7.1: <ul style="list-style-type: none"> <li>1. Clarified that student has to be enrolled for their full load, and not 4 modules</li> <li>2. Clarified that for a 100% refund at the Navitas GTE/CAS process, credibility failure should not have happened for providing fraudulent or insufficient documentation</li> </ul>
24/01/2024	2.3	Appended Section 7.1 to <ul style="list-style-type: none"> <li>- Introduce conditions under which the refund application will be declined</li> <li>- Add conditions under which refund will not be applicable in the case of a CAS/GTE refusal</li> </ul>