

## REMOTE LEARNING SPECIAL REFUND ARRANGEMENTS FOR STUDENTS:

- COMMENCING FIRST SEMESTER OF AN ACADEMIC PROGRAM, 2020
- FIRST TERM OF AN ENGLISH PROGRAM, 2020

Topic	Students	Programs	Scenario	Timing	Answer
Visa Refusal	International	Diploma	Visa refusal	Before the start of the course	Students will be issued 100% of the tuition fees paid.
		English  UTS Foundation Studies		After the course has started	<p>Students will be issued 100% of the tuition fees paid for the semester if the student provides evidence to UTS Insearch of a visa refusal before the results are published for that semester and confirm they do not wish to receive any record of subjects undertaken in that semester.</p> <p>Note that refunds are not available for any fees paid for earlier semesters because results have already been published.</p>
Withdrawing	International	Diploma	Withdraw from an academic course	Before the start of the course	<p>Students are eligible for a refund including the international student processing fee (ISPF) and UTS CoE fee, provided a travel ban is still in place at the start of the semester</p> <p>They can also defer to the next semester without financial or academic penalty.</p>
		UTS Foundation Studies		After the course has started	Students cannot withdraw and obtain a refund but they can defer to the next semester without academic penalty (no fails). No additional fees to be paid in the following semester. Students must have an attendance of 80% or higher in their first semester.

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Withdrawing	Domestic	Diploma	Withdraw from academic course	Before census date	Students are eligible for a refund as long as they withdraw before census date (refer to Important Dates section on the UTS Insearch website)  They can also defer to the next semester without financial or academic penalty.
				After census date	Students cannot withdraw and obtain a refund but they can defer to the next semester without academic penalty (no fails). No additional fees to be paid in the following semester. Students must have an attendance of 80% or higher in their first semester.
Withdrawing	International	English	Withdraw from English course	Before the start of term	Yes, students are eligible for a full refund.
				After the start of the term	They are eligible for a full refund of the remaining fees for the unused terms.
Fails in the first term/ semester	International	English  UTS Foundation Studies  Diploma	New student studying remotely for the first time, failing a subject (English or academic)	After the start of the term or semester in 2020	Students can repeat the failed subject with no fee payable and no fails on record providing they have managed to maintain attendance of 80% or better.  This no fail arrangement is applicable only once.
Deferring a course	International & Domestic	Diploma  UTS Foundation Studies	Students wanting to defer (before or after census)	Before and after census date	Students can repeat the failed units of the first semester without additional charge and no fails on record. No additional fees to be paid in the following semester. Students must have an attendance of 80% or higher in their first semester.
Deferring a course	International	English	Students wanting to defer after the course has started	After the course has started	Students can repeat the failed level of the first term without additional charge and no fails on record. No additional fees to be paid in the following term. Students must have an attendance of 80% or higher in their first term / block.

#### Notes:

- Before the commencement of a course, contact the Admissions and Enrolments team at [registrar@insearch.edu.au](mailto:registrar@insearch.edu.au)
- After the course has started, contact Student Centre at [studentcentre@insearch.edu.au](mailto:studentcentre@insearch.edu.au)