

 BOND UNIVERSITY	STUDENT FEES, CHARGES, AND REFUNDS POLICY
Policy Owner	Director, Student Business Services
Contact Officer	Director, Student Business Services
Endorsement Authority	University Registrar
Date of Next Review	14 December 2025

1. PURPOSE AND OBJECTIVES

This Policy outlines:

- fees and charges for admission, tuition or access to any services which may be specified by the University from time to time, as well as any late fees or fines imposed in accordance with University policy; and
- the basis on which the University refunds [Students'](#) tuition and non-tuition fees.

In accordance with the *National Code of Practice for Providers of Education and Training to Overseas Students 2018*, Bond University provides comprehensive, current and plain English information to overseas students or prospective overseas students on indicative tuition and non-tuition fees, including advice on the potential for changes to fees over the duration of the program of study, and cancellation and refund policies.

The process for claiming a refund is consistent with the requirements of the *Education Services for Overseas Students Act 2000* (ESOS Act), in relation to refunds of tuition fees and non-tuition fees in the case of student default and [Provider Default](#).

2. AUDIENCE AND APPLICATION

In relation to student fees and charges, this Policy applies to all students admitted to a [Coursework Program](#) of study at Bond University.

For domestic and [International Students](#) entering, or applying for entry to, the University, the fees and charges set out in [Schedule A](#) (Bond University List of Fees) shall apply.

An international student who is granted Australian Permanent Resident status or Australian Citizenship before the census date of the teaching period in which the student is enrolled will be considered for a full fee-paying domestic place in the same program [Subject](#) to provision of appropriate documentation.

The Policy also applies to all Bond University students who are seeking a refund of tuition or non-tuition fees.

3. ROLES AND RESPONSIBILITIES

Role	Responsibility
Vice Chancellor	<ul style="list-style-type: none"> ▪ May waive the requirements of this Policy as considered appropriate ▪ May approve fees to students for specific services provided ▪ May approve a refund or re-crediting of fees or charges to expelled or suspended students
University Registrar	<ul style="list-style-type: none"> ▪ Policy Endorsement Authority ▪ May waive or amend compulsory fees or cancellation penalties In Exceptional Circumstances ▪ May approve a refund or re-crediting of tuition fees when a student is able to demonstrate special circumstances
Admissions Office	<ul style="list-style-type: none"> ▪ May extend the closing date for acceptance of offers of enrolment

4. POLICY STATEMENT

4.1. Fees

All students are required to pay the University, by the prescribed date, any and all fees or charges for admission, tuition, or access to any items or services which may be prescribed by the University from time to time, as well as any late fees or fines imposed in accordance with University policy.

Acceptance of an offer of a place in any program is dependent upon payment of the prescribed fees. Any applicant who has not paid all fees and charges by the due date will be deemed not to be enrolled as a student of the University and any offer of a place in any program or student residence will lapse accordingly. The [Admissions Office](#) may extend the closing date for acceptance of offers or permit offers to be considered and accepted after a prescribed closing date.

An application to change a program or subject, or to enrol in an additional subject, will normally be made prior to the prescribed date. In the case of any application considered after a prescribed closing date, a late fee may apply.

A student who is expelled from the University, or suspended from attendance at classes, participation in any University activity, or using any University service or facility, does not thereby become entitled to be repaid any fees or charges paid, or to be relieved from the payment of any fees or charges already payable, unless the Vice Chancellor in any particular case otherwise directs. This is not the case for fees paid in advance for [Semesters](#) subsequent to that in which the expulsion or suspension occurred.

4.2. Payment of Fees

Tuition and accommodation fees are payable in advance for each semester. Student enrolment will not be regarded as having been completed until such fees have been paid.

Students repeating a subject must pay the full fee regardless of subject requirements previously completed.

Domestic students are required to pay fees for the full semester on enrolment prior to the commencement of the semester. International students are required to pay one semester's tuition fees on acceptance of an offer of a place.

4.2.1. Tuition Fee Requirements

Under the ESOS legislation, a provider must not receive more than 50% of the total tuition fees for a program before the student has begun the program, unless:

- the student, or person making payment on their behalf, chooses to do so
- the program has a duration of 25 weeks or less.

Fees listed in Schedule A are correct at the time of publication but may be varied from time to time by the [University Council](#). All fees and charges are inclusive of GST where applicable.

4.2.2. Student Activities Fee

All students undertaking studies on campus at Bond University are required to pay the prescribed Bond University Student Activities Fee, with the exception of students enrolled in a program identified as being exempt under the Student Services and Amenities Fee Administration Policy.

4.3. Non-Payment of Compulsory Fees

Where a student has not paid all compulsory fees or charges (including tuition, accommodation, Student Activities, program-specific, late, or other fees or fines levied by the University) due to the University by the due date, the University Registrar may:

- prevent the student from sitting for any examination;
- de-register the student such that all University privileges may be withdrawn (including admission to classes and the Sports Centre, library borrowing rights, computer privileges, and the right to remain in student residences);
- withhold any results obtained by the student; and/or
- prevent the student from graduating.

In exceptional circumstances only, the University Registrar may waive or amend any compulsory fee.

4.4. Cancellation or Deferral of Programs or Subjects

4.4.1. By Students

Students who cancel or defer programs or subjects, or their sponsors, may be eligible for a refund of tuition fees and/or incur penalties as relevant, including in the case of student default or provider default (s4.4.2). Refer to [Schedule B](#) for detailed information on the refunds and/or penalties applicable in circumstances of cancellation or deferral of programs or subjects by students.

4.4.2. By the University

Should Bond University be unable to continue to provide a subject and/or program to a student while they are still studying, or cancels a subject mid-delivery ([Provider Default](#)), the University must:

- Arrange for the student to complete their studies in a suitable replacement subject and/or program within Bond University or with another higher education provider (and the student accepts the offer in writing); or
- Refund the student's upfront payments for tuition fees / re-credit their HELP balance and cancel their HELP debt for subjects they were undertaking when their provider defaulted.

Students can choose between continuing their studies in the replacement subject and/or program or receiving a refund or re-credit of HELP balance/cancellation of HELP debt.

In the unlikely event that the University is unable to meet these obligations, the Tuition Protection Service ([TPS](#)) will assist the student in finding an alternative program or subject or to obtain a refund if a suitable alternative cannot be found.

4.5. Cancellation of Accommodation

Once a student has registered in Residences and accepted a key, they will be considered to have entered into a binding agreement to remain in Residences for the duration of the semester.

Refunds and/or penalties for cancellation of accommodation in Residences are set out in [Schedule C](#).

4.6. Financial Aid

[Financial Aid](#) is normally disbursed as a reduction in tuition fees each semester. Specific requirements relating to the disbursement of financial aid are set out in [Schedule D](#).

5. DEFINITIONS, TERMS, ACRONYMS

Admissions Office	Part of the Office of Future Students responsible for student admissions.
Audit student	A student who has paid a fee to attend classes in a subject but who will not be assessed in that subject.
Combined degree	An approved combination of two programs at the same level, where, on completion, a student will be conferred with an award for both programs.
Coursework program	Any program of study where the assessable content by research represents less than two-thirds of the total assessable content for the program (i.e. a program consisting of 34 percent or more of coursework studies).
Exceptional circumstances	Circumstances beyond the control of the student that are considered by the Executive Dean or delegate of the relevant Faculty or other decision maker to be unexpected and extraordinary.
Faculty	Bond Business School, Faculty of Health Sciences & Medicine, Faculty of Law, and Faculty of Society & Design (each of which is headed by an Executive Dean).
Financial aid	A system to assist students through scholarship, bursary, or other financial assistance.
International student	A student who is not an Australian or New Zealand citizen or person granted permanent residence status in Australia.
Program-specific fees	Additional compulsory charges in some programs of study where students are required to pay the costs of, for example: uniforms and safety equipment; program-related activities including clinical placements, excursions, international study tours, internships and externships; and immunisation/vaccination. These costs are not covered by tuition fees.
Provider Default	When a provider closes; stops offering a program or subject; or fails to start a program or subject with enrolled students.
Semester	A designated academic period, normally of 14 weeks duration including any relevant examination period. Standard semesters in the academic year commence in January, May, and September.
Student	A person who is enrolled in one or more subjects or a research program offered by the University.
Student Business Services	The unit that deals with the administration of all student activities including registration/enrolment, examination, timetabling and graduation.
Subject	A segment of instruction approved by a Faculty or UAU as being a discrete part of the requirements for a program offered by the University and identified by a unique subject code.

Tuition Protection Service (TPS) The Tuition Protection Service (TPS) helps international and domestic students if their education provider closes, stops offering their course, fails to start their course or discontinues units of study they are enrolled in. It is primarily funded by a levy paid by the education providers of the students it is designed to assist.

University Academic Unit (UAU) Bond University College (headed by the Director) and Transformation CoLab (headed by the Assistant Provost).

University Council The governing body of the University.

6. AFFILIATED PROCEDURES AND SCHEDULES

[Schedule A](#): Bond University List of Fees

[Schedule B](#): Refunds and Penalties for Cancellation or Deferral of Programs or Subjects

[Schedule C](#): Refunds and Penalties for Cancellation of Accommodation in Residences

[Schedule D](#): Requirements relating to Financial Aid Disbursements

[Withdrawal Without Penalty Procedure](#)

7. RELATED DOCUMENTS

[Student Refund Form](#)

[Admissions Policy \(SS 5.4.1\)](#)

[Management of US Federal Direct Loan Program Policy \(SS 5.7.3\)](#)

[Student Code of Conduct Policy \(SS 5.2.1\)](#)

[Student Grievance Management Policy \(SS 5.8.1\)](#)

[Student Services and Amenities Fee Administration Policy \(SS 5.7.2\)](#)

[Default Procedures](#)

[Education Services for Overseas Students Act 2000](#)

[National Code of Practice for Providers of Education and Training to Overseas Students 2018](#)

8. MODIFICATION HISTORY

Date	Sections	Source	Details
14 November 2023	Schedule B:8	University Registrar	V2.1 Refunds can be made to the person (other than the student) specified in the Agreement
August 2023	4.2.1; 4.4. Schedule B	University Registrar	V2: Amended re: <ul style="list-style-type: none"> ▪ More than 50% of total tuition fees; ▪ tuition assurance for discontinuing a program or subject
14 December 2022			Date first approved - Regulations to Policy

APPROVAL AUTHORITY: Vice Chancellor

BOND UNIVERSITY LIST OF FEES**1. Student Activities Fee**

A student activities membership fee must be paid each semester by Bond University students undertaking studies on campus. This fee is prescribed annually by the Department of Education in accordance with the *Higher Education Legislation Amendment (Student Services and Amenities) Act 2011* and used solely for student facilities and activities on campus. Refer to the [Student Services and Amenities Fee Administration Policy](#).

2. Late Fees

- Failure to pre-register by final day of pre-registration – \$350
- Late payment penalty – \$350

3. Cancellation Fees

- Late Cancellation Penalty 1 – \$250
- Late Cancellation Penalty 2 – \$500

4. Discipline Penalties

- One Penalty Unit - \$300

5. Other Fees and Charges

- Replacement Testamur:
 - digital copy – \$50
 - paper copy – \$80 plus registered postage fee
 - replacement due to change of name – \$110 including postage within Australia; \$125 including postage overseas
- Replacement Student Identification Card – damaged \$25; lost \$35
- Graduation Gown Hire – \$90
- Review of Final Assessment request – \$50/subject (refundable if result is changed; no charge if the original grade was a Fail grade)
- Transcripts:
 - digital copy – \$10
 - paper copy – \$25 including postage within Australia, \$25 plus postage overseas
 - \$10 for additional copies if requested at the same time
- Australian Higher Education Graduation Statement (AHEGS):
 - digital copy – \$10
 - paper copy – \$25 including postage within Australia, \$25 plus postage overseas
 - \$10 for additional copies if requested at the same time
- Program Change – one change free; subsequent changes \$50
- Verification of Qualification request:
 - \$20 per program
 - \$10 for additional copies if requested at the same time

6. Refusal of Admission

Refusal of admission on the basis of fraudulent information provided by the applicant or a certifying authority will incur a penalty of \$5,000.

In addition to the above fees, the Vice Chancellor may approve fees to students for specific services provided.

REFUNDS AND PENALTIES FOR CANCELLATION OR DEFERRAL OF PROGRAMS OR SUBJECTS**1. PROGRAM CANCELLATION PRIOR TO COMMENCEMENT OF SEMESTER – NEW STUDENTS****1.1. Domestic Students**

Domestic students who cancel their admission to a program of study before semester commencement will receive a full refund of fees paid.

1.2. International Students (excluding BUC English Program students)

International students who cancel their admission to a program of study before semester commencement will be charged a penalty equivalent to a single subject fee.

This penalty will be waived where a student cancels due to serious illness or exceptional circumstances as approved by the University Registrar on receipt of satisfactory supporting documentation.

1.3. BUC English Program Students

Students who cancel their acceptance more than 28 days before commencement will be charged a penalty equivalent to 25% of the total tuition fees charged.

Students who cancel their acceptance less than 28 days before commencement will be charged a penalty equivalent to 75% of the total tuition fees charged.

2. PROGRAM CANCELLATION AFTER COMMENCEMENT OF SEMESTER – NEW STUDENTS**2.1. Domestic Students**

Domestic students who cancel their program after the commencement of the semester but before the end of Week 4 are eligible for a refund of fees but will incur penalties as follows:

- Up to the end of Week 2 – No penalty (full refund of fees paid).
- Cancellations up to the end of Week 3 will attract Late Cancellation Penalty 1 per subject in accordance with Schedule A.
- Cancellations after the end of Week 3 and up to the end of Week 4 will attract Late Cancellation Penalty 2 per subject in accordance with Schedule A.
- After Week 4, there is no refund of fees including the Bond University Student Services and Amenities Fee.
- These penalties will be waived where a student cancels due to serious illness or exceptional circumstances as approved by the University Registrar.

2.2. International Students (excluding BUC English Program students)

International students who cancel their program after the commencement of the semester and up to the end of Week 2 will not have their tuition deposit (equivalent to a single subject fee) refunded except where the student cancels due to serious illness or exceptional circumstances as approved by the University Registrar on receipt of satisfactory supporting documentation. Additionally, the following penalties will apply for cancellation past Week 2:

- Cancellations after the end of Week 2 and up to the end of Week 3 will attract Late Cancellation Penalty 1 per subject in accordance with Schedule A.
- Cancellations after the end of Week 3 and up to the end of Week 4 will attract Late Cancellation Penalty 2 per subject in accordance with Schedule A.
- After Week 4, there is no refund of fees including the Bond University Student Services and Amenities Fee.
- These penalties will be waived where a student cancels due to serious illness or exceptional circumstances as approved by the University Registrar.

2.3. BUC English Program Students

Students who cancel their program after the commencement of the program will be charged a penalty equivalent to 100% of the tuition fee.

3. PROGRAM CANCELLATION BY STUDENTS RECEIVING US FINANCIAL AID

If a student who is receiving financial aid from the US Federal Direct Loan Program cancels their program of study and is due a refund of tuition fees, Bond University will ascertain the amount (if any) that must be returned to that Program. Refer to [Management of US Federal Direct Loan Program Policy](#).

If the student withdraws within 60% of the payment period, a pro-rata refund will apply. If funds are to be returned to the Direct Loan Program, they will be disbursed in this order:

- 1) Direct Unsubsidised;
- 2) Direct Subsidised;
- 3) Direct PLUS.

If Bond University is required to pay money on a student's behalf to the US Department of Education as a result of early withdrawal, the student may be required to repay that money to the University.

Additionally, if a student withdraws from the University while in receipt of aid, they may be required to pay back money to the US Federal Government.

4. PROGRAM CANCELLATION DUE TO INTERNATIONAL STUDENT VISA REFUSAL

International students whose student visa application is refused prior to commencement of the program to which they have been admitted will receive a full refund of fees. Documentary proof of visa refusal must be submitted to the Admissions Office.

International students whose student visa application is refused after the student has commenced the program will receive a refund of tuition fees in accordance with sections 46D(7) and 47E(4) of the [ESOS Act 2000](#) and the [ESOS \(Calculation of Refund\) Specification 2014](#):

- The amount to be refunded will be calculated with effect from the week when the student notifies the [Student Business Centre](#) of their visa refusal and provides documentary proof of the visa refusal.
- Where the notification of visa refusal is provided prior to census date of the semester, the penalties outlined in clause 2.2 of this Schedule will apply.
- Where the notification of visa refusal is provided in Week 12, which coincides with the end of the teaching period, no refund will be provided. If appropriate, the student will be permitted to undertake end of semester examinations and the withdrawal will be actioned for the following semester.
- Depending on the date of the student visa refusal notification, academic penalties may apply.

5. PROGRAM DEFERRAL BY CURRENT STUDENTS

5.1. Domestic Students

Should a domestic student defer studies to a future semester, all fees may be refunded but penalties will be incurred as follows:

- Up to the end of Week 2 – No penalty (full refund of fees paid).
- Cancellations after the end of Week 2 and up to the end of Week 3 will attract Late Cancellation Penalty 1 per subject in accordance with Schedule A.
- Cancellations after the end of Week 3 and up to the end of Week 4 will attract Late Cancellation Penalty 2 per subject in accordance with Schedule A.
- After Week 4, there is no refund of fees including the Bond University Student Services and Amenities Fee.
- These penalties will be waived where a student defers due to serious illness or exceptional circumstances as approved by the University Registrar on receipt of satisfactory supporting documentation.

Credit can remain in a student's account until the deferred study is taken up.

5.2. International Students

Where an international student is onshore and fails to enrol in any subjects, then requests to withdraw from their course and obtain a refund, the university may require evidence that the student has returned overseas, before any refund to which the student is entitled is issued to them.

Should an international student defer studies to a future semester, all fees may be refunded except the fee equivalent to a single subject. This fee must remain in the student's account until the deferred study is taken up. Additionally, the following penalties per subject will apply for deferment past Week 2:

- Cancellations after the end of Week 2 and up to the end of Week 3 will attract Late Cancellation Penalty 1 per subject in accordance with Schedule A.
- Cancellations after the end of Week 3 and up to the end of Week 4 will attract Late Cancellation Penalty 2 per subject in accordance with Schedule A.
- After Week 4, there is no refund of fees including the Bond University Student Services and Amenities Fee.
- These penalties will be waived where a student defers due to serious illness or exceptional circumstances as approved by the University Registrar on receipt of satisfactory supporting documentation.

6. SUBJECT CANCELLATION BY STUDENTS

6.1. Subject Tuition Fee Credit prior to Census Date

All cancellations of subject/s prior to the census date will receive a full refund. However, cancellation penalties will apply as follows:

- Up to the end of Week 2 – No penalty (full refund of fees paid).
- Cancellations after the end of Week 2 and up to the end of Week 3 will attract Late Cancellation Penalty 1 per subject in accordance with Schedule A.

- Cancellations after the end of Week 3 and up to the end of Week 4 will attract Late Cancellation Penalty 2 per subject in accordance with Schedule A.
- These penalties will be waived where a student cancels due to serious illness or exceptional circumstances as approved by the University Registrar on receipt of satisfactory supporting documentation.

Note that international students on a student visa must undertake a full-time study load per semester.

6.2. Subject Tuition Fee Credit after Census Date

Students are not normally eligible for a refund of tuition fees for cancellation of subjects after the census date. However, the University Registrar or delegate may approve a refund or re-crediting of tuition fees when a student is able to demonstrate special circumstances. Refer to Withdrawal Without Penalty Procedure.

Students must apply within 12 months after the day of withdrawal from the subject and supply a written statement in support of their application. Original documents or certified copies must be provided to support the application. Applications without the necessary supporting documentary evidence will not be processed.

6.2.1. Subject Tuition Fee Credit for Non-FEE-HELP Students

Students should submit the Student Refund Form if tuition fees have been paid by the student and the student has withdrawn from the subject after the census date due to serious illness or other special circumstances.

6.2.2. Subject Tuition Fee Credit for FEE-HELP Students

Students should submit the Student Refund Form if tuition fees have been paid by the student and the student has withdrawn from the subject after the census date due to serious illness or other special circumstances. The University sends the data to the Tertiary Collection of Student Information (TCSI) to re-credit the amount to the student FEE-HELP.

7. RE-CREDITING OF FEES

Refunded fees are credited to the student's account and will be used for future fees and charges unless the student requests in writing that the refund be payable to them. Any credited amounts not used or refunded are held for a period of 12 months, after which the monies will be forfeited.

International students who cancel their program or subject/s while in Australia will have refunds, where applicable, forwarded to their home country.

8. REFUNDS – REQUESTS AND PAYMENTS

Refunds must be requested in writing with documentary evidence via the [Student Refund Form](#).

Refunds will be made payable to:

- the student; or
- the person (other than the student) who is specified in the agreement to receive any refunds.

Refunds will be processed back via the original payment method. If fees were paid by:

- Credit card – the refund must be processed back to the original credit card.
- PayPal – the refund must be processed back to the original PayPal account.
- Telegraphic transfer – the refund must be processed back to the country of origin.
- BPAY, Cheque or Direct Deposit – the refund can be processed via EFT (electronic funds transfer) to an Australian bank account.

REFUNDS AND PENALTIES FOR CANCELLATION OF ACCOMMODATION IN RESIDENCES

1. If a student accepts a Student Housing offer and reserves a place in Residences, and then fails to take up residence, the relevant cancellation fee to be charged will be dependent on their reserved room style and will equal 4 weeks rent as per the student's Occupancy Agreement.
2. It is considered that a student has entered into a contract to remain in residence for the duration of the semester upon registering, signing the Occupancy Agreement, and accepting a key.
3. A student who terminates their agreement for on campus Student Housing and vacates their room at any time during the semester will be charged the appropriate weekly room rate for time spent in Residences plus the cancellation fee dependent on their reserved room style which will equal 4 weeks rent.
4. A current resident student who reserves a place in Residences for the following semester and then advises that they wish to terminate their agreement will be charged a cancellation fee dependent on room style and notice given. If notice is given between Weeks 8-14, the penalty will equal 2 weeks rent. If notice is given after Week 14, the penalty will equal 4 weeks rent which will be charged to their student account.
5. A student who is expelled or suspended from Residences, will forfeit the semester's accommodation fee.
6. A resident student who is excluded for unsatisfactory academic progress will be charged the appropriate weekly rate for time spent in Residences.
7. On the early termination of the Occupancy Agreement, any unused dining plan credit will be refunded at the discretion of the Director of Campus Life once the room key is returned.
8. An end of occupancy inspection will be conducted by the Manager of Student Housing to ensure no further charges apply. If there is any damage, an amount for repair and/or restitution will be charged to the student's account with notation.

For the purposes of paragraphs (3) and (6), 'time spent in Residences' is determined from the start of the semester to return of the accommodation room key to the Manager of Student Housing.

REQUIREMENTS RELATING TO FINANCIAL AID DISBURSEMENTS

1. Method of Disbursement

Provided financial aid is current and all applicable conditions have been met in accordance with University policy, financial aid is disbursed as a reduction in tuition fees each semester by the percentage rate awarded.

If a student is granted financial aid after the commencement of study, or if the value of the financial aid is amended, the financial aid will be applied to remaining subjects only. It is not retrospective.

Financial aid is applicable to standard enrolments only; it does not apply to students auditing a subject.

2. Combined Degrees

In the case of a [Combined Degree](#) where only one [Faculty/UAU](#) grants financial aid, or where each Faculty/UAU grants a different percentage, the percentage rate will be calculated on the proportion of the degree delivered by each Faculty/UAU. This proportion is 50% of the whole in all cases except where an LLB is included, when the Faculty of Law funds 66% and the other Faculty/UAU funds 33%.

All proportional allocations are undertaken on this basis at a program level – under no circumstances are the actual subjects taken into account or used in this calculation. For example, where a student is enrolled in a Commerce/Arts degree (32 subjects) and is granted a Bond Business School scholarship of 40% and a Faculty of Society & Design scholarship of 20%, the student will receive 20% discount from the Bond Business School and 10% from the Faculty of Society & Design for a total of 30% overall. This is calculated as the Commerce degree is nominally half the 32 subjects and the Arts degree is nominally half the 32 subjects. Therefore, Bond Business School will contribute 40% for 16 subjects, which is rounded to 20% overall. The Faculty of Society & Design will contribute 20% for 16 subjects which is rounded to 10% overall.