

Important Information

USC MELBOURNE | usc.edu.au/international



University of the
Sunshine Coast
Queensland, Australia



Important information

University by-laws and rules

All students must abide by USC by-laws and rules, and are subject to all USC regulations.

For details, refer to

www.usc.edu.au/international-student-rules

Please familiarise yourself with USC policies regarding fees and refunds, grievance handling procedures and academic progress.

Academic progress

All students must maintain satisfactory progress in each semester. Students who do not maintain satisfactory progress may be identified as being 'at risk' or be excluded from the University.

USC's Academic Progress and Exclusion policy and procedures can be found at

www.usc.edu.au/academic-progress

Students studying on a Student visa are reminded of Student visa condition 8202 regarding satisfaction of attendance/academic requirements.

USC must notify the Department of Immigration and Border Protection (DIBP) of any breaches of Student visa conditions, including unsatisfactory performance, which may impact on the validity of your visa. You will be notified in writing, via electronic communication, if there is an intention to report to DIBP.

Contact hours and study commitment

Each course studied normally requires three to four hours of class contact per week in the form of lectures and tutorials/laboratory work.

As a guide, students should also allow an average of an additional six to seven hours per course per week for self-directed study, research, readings and assignments. A standard full-time workload per semester/trimester for most programs is four courses.

Deferring or cancelling your enrolment prior to study commencement

If you have or plan to apply for a Student visa, you have the option to apply for deferral of your start date in exceptional circumstances and before the start date shown on your Confirmation of Enrolment (CoE). In order for your application for deferral to be considered, you must be able to demonstrate compassionate and compelling circumstances. Your application will then be re-assessed for commencement on the deferred start date and, if approved, you will be provided with a new letter of offer and written agreement. The change to your enrolment will be reported to the Department of Immigration and Border Protection (DIBP).

If you cancel your enrolment prior to commencement, your CoE will also be cancelled and the change to your enrolment status will be reported to DIBP.

Deferring, suspending or cancelling student enrolment after study commencement

There are limited circumstances where a student's studies may be deferred or temporarily suspended.

These are outlined in standard 13.2 of the National Code of Practice 2007 and include:

- compassionate or compelling circumstances, or
- misbehaviour by the student.

A deferral or suspension of study may affect the validity of your Student visa.

In the event USC intends to suspend or cancel a student's enrolment, where that suspension or cancellation is not initiated by the student, USC will notify the student that they have 20 working days to access USC's internal appeals process.

If the student accesses the appeals process, the enrolment will not be suspended or cancelled until the internal appeals process is completed.

Facilities, resources and costs of study

More information regarding USC facilities, equipment and learning resources, costs of living and study, details of course content, teaching and assessment methods is available at www.atmc.edu.au/universities

Student Complaints and Appeals Governing Policy and Procedures

USC's student complaints and grievances policies can be found at

www.usc.edu.au/student-grievance-policy

Students who are dissatisfied with the outcome of USC's grievance handling procedures may ask to be referred to an independent mediation or dispute resolution service.

The availability of complaints and appeals processes does not remove your right as a USC student to take action under Australia's consumer protection laws. Written notices are given to students by electronic communication.

Program tuition fees

Program tuition fees are normally based on a standard full-time study load, the minimum number of courses required to complete the program, and completion of the program within the standard duration. Tuition fees are reviewed each calendar year. The fee you must pay for a given semester is that which has been approved by USC for the calendar year within which the semester falls. Any increase in tuition fees from one calendar year to the next will be no more than 7 percent.

Payment of future semester fees

You will not be emailed or posted an invoice for your future semester fees. You are required to obtain your invoice from your USC Central online account and to pay fees for future semesters by the published due dates.

If you do not do this, you will be subject to a late payment fee and your enrolment may be cancelled. Postbillpay provides a convenient bill payment service in person, by phone and on the internet. A link to Postbillpay can be accessed via USC Central.

For more information, visit

www.postbillpay.com.au

Student Fees and Charges Governing Policy and Student Fees and Charges Procedures—Refund Policy

The USC Student Fees and Charges Policy and related procedures (in relation to refunds) can be found at www.usc.edu.au/FeeProcedures

The Student Fees, Charges and Refunds Procedures outline refunds payable in the case of both student and provider default, amounts that may or may not be repaid, and the processes for claiming refunds.

International students should read and understand USC's Student Fees and Charges Policy and related procedures before entering into a written agreement by accepting their offer.

Students with school-aged dependants

If you have school-aged dependants (children) accompanying you to Australia, you will be required to pay full fees if your dependants are enrolled in either a government or non-government school.

For more information, visit

www.education.vic.gov.au

Transfer between providers

Students must remain enrolled at USC Melbourne for the first six months of the principal program of study or for the duration of the program if it is less than six months, unless an official letter of offer is provided to USC from another registered education provider.

Once USC has received this letter, and a completed 'Request for Transfer and Letter of Release' form, the request for transfer and letter of release will be assessed. All requests for transfer and letter of release will be considered in accordance with the USC Transfer of Student Visa Students between Registered Providers—Managerial Policy and Procedures.

A registered provider must not knowingly enrol a student prior to the student completing six months of his or her principal program of study, except in limited circumstances.