

Refunds for Students Studying through UON Singapore at PSB Academy Policy

Section 1 - Introduction

(1) The University is committed to the value of fairness. "All members of the University Community have a right to expect, and a duty to give, fair treatment through clear expectations and a consistent approach" (University [Code of Conduct](#)).

(2) The University accepts that in certain circumstances students will be entitled to a full or partial refund of tuition fees.

Section 2 - Scope

(3) This Policy sets out the refund conditions that apply to students studying through UON Singapore at PSB Academy.

Section 3 - Commencing Full Time Students

Partial Refund of Tuition Fees

(4) The University will make a partial refund of tuition fees in the following circumstances:

- a. if written notice of withdrawal from the program is received more than 28 days prior to the commencement of the term, all fees are refundable, less an amount of S\$500 (being a retention of fees) and where applicable, any agent's fee; or
- b. if written notice of withdrawal from the program is received less than 28 days prior to the commencement of the term, and up to the census date of the term, all fees are refundable less an amount of S\$3,000 (being a retention of fees).

No Fee Refund

(5) No refund will be given after the term census date for courses in that term.

Section 4 - Commencing Part Time Students

Partial Refund of Tuition Fees

(6) The University will make a partial refund of tuition fees in the following circumstances:

- a. If written notice of withdrawal from the program is received more than 28 days prior to the commencement of the term, all fees are refundable, less an amount of S\$500 (being a retention of fees) and where applicable, any agent's fee; or
- b. If written notice of withdrawal from the program is received less than 28 days prior to the commencement of

the term, and up to the census date of the term, all fees are refundable less an amount of S\$1,500 (being a retention of fees).

No Fee Refund

(7) No refund will be given after the term census date for courses in that term.

Section 5 - Continuing Students

Refund of Tuition Fees

(8) The University will make a refund of tuition fees for the term if written notice of withdrawal is received on or before the census date of that current term. This includes any payments received for future terms. No fees will be refunded for enrolment in previous terms.

No Fee Refund

(9) No refund will be given after the term census date for courses in that term.

Section 6 - Rolling Over Fees for Future Enrolment

(10) Students who take leave of absence, discontinue or withdraw from their programs will have all tuition fees refunded to them according to the policy above and no fees will be rolled over for future enrolment.

Section 7 - Procedure for Application for Refund

(11) A student who wishes to apply for a refund of tuition fees in accordance with this Refund Policy should advise PSB Academy in writing.

Section 8 - Appeals

(12) If there are exceptional circumstances, or a student disagrees with the way a refund has been calculated, they may lodge an appeal with the Pro Vice-Chancellor and Chief Executive Officer, Singapore Pty Ltd.

Status and Details

Status	Historic
Effective Date	8th September 2009
Review Date	31st December 2019
Approval Authority	Vice-Chancellor
Approval Date	8th September 2009
Expiry Date	8th November 2022
Responsible Executive	Chris Mumford Director, Future Students International
Enquiries Contact	

Glossary Terms and Definitions

"University" - The University of Newcastle, a body corporate established under sections 4 and 5 of the University of Newcastle Act 1989.

"Census date" - The date in each term on which a student / candidate enrolled in a course is deemed to be financially liable for the course.

"Course" - When referring to a course offered by the University, a course is a set of learning activities or learning opportunities with defined, assessed and recorded learning outcomes. A course will be identified by an alphanumeric course code and course title. Course types include core courses, compulsory courses, directed courses, capstone courses and electives. For all other uses of this term, the generic definition applies.

"Student" - A person formally enrolled in a course or active in a program offered by the University or affiliated entity.

"Term" - When referring to an academic period, term means a period of time aligned to an academic year for the delivery of a course in which students enrol and for which they are usually charged fees for example semesters, trimesters, summer, winter or full-year term. The academic year for a term is determined by the academic year in which the course commences, not concludes. For all other uses of this term, the generic definition applies.