Your Offer Letter Explained 2012
Flinders University

Established in 1966, Flinders University has grown to become a model for a modern university – successful, progressive and dynamic yet still friendly and accessible.

We place high value on innovation and excellence in educational programs and research across a wide range of disciplines.

We offer a vibrant and stimulating environment in which to study and have a long-held reputation as the "students' university".

Our Students

Flinders is a highly diverse community with many nationalities, cultures, religions and languages represented among our students.

We have approximately 17,000 students and 2000 staff. International students make up 12% of our on-campus student population from more than 85 countries.

For the past six years, over 90% of students expressed satisfaction with their overall Flinders experience (Graduate Careers Council of Australia Course Experience Questionnaire).

Our Campus

The Flinders campus is 10 km south of Adelaide’s Central Business District. The 180 hectare campus offers panoramic views of Adelaide’s metropolitan coast and suburbs. Modern buildings and facilities are set on spacious grounds of natural Australian bush, pine forests and gardens.

The University provides a wide range of on-campus services, and facilities for students and staff.

On-campus accommodation is available for 680 students. The School of Medicine is based in the adjacent Flinders Medical Centre – the first such integration between a medical school and a public hospital in Australia.

Our Recognition

As demonstrated by the 2007 Shanghai Jiao-Tong University Academic Ranking of World Universities, Flinders University is:

> In the top 10 universities in Australia,
> In the top 64 universities in the Asia-Pacific region, and
> In the top 400 universities in the world.

Flinders staff have won national recognition for the quality of their teaching. We are receiving for the second time in three years, the nation’s top prize for university teaching - the Prime Minister’s Award for Australian University Teacher of the Year. Flinders also won three 2006 national Awards for Teaching Excellence; this continues our excellent record where we have won national teaching awards in five of the past six years.

Our Research

Our courses are supported by strong links between teaching and research. We consistently rank among Australia’s top universities on a per capita basis for research spending, and for the citation of our work in scientific and professional journals.

Flinders’ approach to research is also distinctive. Our size and compact main campus make meaningful collaboration between disciplines a reality. This is a significant advantage in a world that now recognises that many problems are not the province of any one discipline, and are best tackled by multidisciplinary teams.

Our Alumni

The Flinders community is truly international, with 4,500 alumni living outside Australia across more than 70 countries. There are established formal alumni chapters in Singapore, Malaysia, Hong Kong and Indonesia.

Some of our prominent alumni include:

> Dr Mamoru Mohri, Japan’s first astronaut and Director of the National Museum of Emerging Science and Innovation in Tokyo.
> Professor Terry Tao, a Professor in Mathematics at UCLA in Los Angeles and the first Australian to be awarded the Fields Medal, which is considered the equivalent of a Nobel Prize.
> Film-maker Scott Hicks, who earned seven Oscar nominations for the film Shine in 1997. In 2007, he directed the romantic comedy 'No Reservations' starring Catherine Zeta-Jones and Aaron Eckhart.
> Professor Rodney Brooks, Head of the Artificial Intelligence Laboratory at MIT and designer of the first Mars robots in the 1990s.
Accepting Your Conditional Offer of Admission

Offer Letter

1. Certified Transcript Required
   Provide certified copies of transcripts

2. English Language Proficiency Requirements
   Meet the English Language requirements

3. Academic Requirements
   Meet the academic entry requirements

4. Packaged Courses (if required)
   Academic - Enrol with an approved academic pathway provider (Separate payment required to provider)
   English - Enrol with an approved English language provider (Separate payment required to provider)

5. Confirmation of Enrolment
   Confirmation of Enrolment from a selected English language provider

6. Payment of Deposit (if applicable)
   Payment of Deposit to Flinders University

7. Your Acceptance with Flinders
   Return the Acceptance form, including payment of first semester tuition fees and visa length overseas student health cover

8. Confirmation
   Confirmation of enrolment (COE) issued

9. Visa Documentation
   Apply for student visa documentation (DIAC)

10. Organise Accommodation
    Apply for accommodation with Flinders Housing if you wish to stay on campus

11. Contact ISSU
    Contact the International Students Services Unit (ISSU) regarding your arrival and registration in orientation activities

12. Enrolment
    Online either prior to your arrival or once you arrive

13. Arrive
    Arrive at least two weeks before the start date of your course

14. Orientation
    Orientation Week one to two weeks before start date of course (or as stated on the offer letter)

15. Classes Start
Accepting Your Unconditional Offer of Admission

Offer Letter

1. Your Acceptance with Flinders
Return the Acceptance form together with payment of first semester tuition fees and visa length Overseas Student Health Cover (OSHC) as stated in the offer letter.

2. Confirmation
Confirmation of enrolment (COE) issued

3. Visa Documentation
Apply for student visa documentation (Department of Immigration and Citizenship or Australian Embassy/High Commission overseas)

4. Organise Accommodation
Apply for accommodation with Flinders Housing, if you wish to stay on campus

5. Contact ISSU
Contact the International Students Services Unit (ISSU) regarding your arrival and registration in orientation activities

6. Enrolment
Online either prior to your arrival or once you arrive

7. Arrive
Arrive at least two weeks before the start date of your course

8. Orientation
Orientation Week - one to two weeks before start date of course (or as stated in the offer letter)

9. Classes Start
Understanding your Offer of Admission

This Offer of Admission is a result of your successful application for admission to an undergraduate or postgraduate course at Flinders University.

The following terminology will be used:

- **Student Number**: This number should be quoted in all correspondence.
- **Program of Study**: The program is the course for which you have been assessed as eligible for admission.
- **Conditions**: This confirms whether any conditions need to be met for the Offer to be valid. If "nil" is marked in this row, then the Offer is Unconditional.
- **Certified True Copy**: A certified true copy is a photocopy of the original document that bears the signature and official stamp of a recognised authority, such as a police officer, Justice of the Peace, barrister / solicitor, school principal or an appointed agent of Flinders University. The signature and stamp indicate that the recognised authority has sighted the original documents. Photocopies or facsimiles of certified true copies will not be accepted, except where they are sent through an authorised agent of the University.

- **Field of Study (applicable to research offers)**: This describes the general field of study you will be undertaking.
- **Program of Study (applicable to postgraduate offers)**: This will indicate the total number of units within the program of study you will be undertaking, as well as indicating whether the program is by coursework or by research.

- **Supervisor (applicable to postgraduate offers)**: This is the name of your direct supervisor during the course of your program of study at Flinders.

**Conditions**

This confirms whether any conditions need to be met for the Offer to be valid. If "nil" is marked in this row, then the Offer is Unconditional.

**Conditional Offer**

If 'yes' is marked in this row, then it will be necessary for you to meet the conditions before you are able to confirm your place at Flinders University. Conditional offers are usually made when one or more of the following are outstanding:

- > Certified true copies of specific documentation such as academic transcripts or professional licences
- > Evidence of completion of a specified academic award either previously undertaken or required to be taken sometimes at a particular level of achievement
- > Evidence of relevant work experience
- > Evidence of meeting the University's English Language requirements or satisfactory completion of a preliminary course of study at one of the University's approved English Language pathway providers.

Should you be unsure of any conditions contained in the Offer of Admission, please contact the International Office.

**Certified True Copy**

Your Offer may be conditional on providing original certified true copies of particular documents in both original language and as an English translation. It is recommended that you provide certified true copies of documentation rather than original documents, as all documents submitted to the International Office cannot be returned to you.

A certified true copy is a photocopy of the original document that bears the signature and official stamp of a recognised authority, such as a police officer, Justice of the Peace, Commissioner of Oaths, barrister / solicitor, school principal or an appointed agent of Flinders University. The signature and stamp indicate that the recognised authority has sighted the original documents. Photocopies or facsimiles of certified true copies will not be accepted, except where they are sent through an authorised agent of the University.

**Field of Study (applicable to research offers)**

This describes the general field of study you will be undertaking.

**Program of Study (applicable to postgraduate offers)**

This will indicate the total number of units within the program of study you will be undertaking, as well as indicating whether the program is by coursework or by research.

**Supervisor (applicable to postgraduate offers)**

This is the name of your direct supervisor during the course of your program of study at Flinders.

**Start Date**

This is the commencement date for teaching in your course unless otherwise specified. You must arrive and commence your course by this date unless prior written approval is obtained from your course coordinator / supervisor. Students arriving after this date without prior written approval will not be permitted to enrol. Some courses may commence earlier or later and this will be clearly noted in the offer. You should arrive in Adelaide at least two weeks before this date. Orientation week commences one to two weeks before the start date.

**End Date**

This is the expected date you should complete your studies. This date is when your enrolment in the course will end and will include your final exams.

**Period of Candidature**

This is the normal duration of the course when studied on a full-time basis. If you have been granted advanced standing / credit on the basis of previous studies, the normal course duration will be stated as well as the duration including the advanced standing / credit you have been granted.

For students enrolled at any Australian university, attendance is not monitored. However the University is required to monitor the workload of international students, in accordance with documented policies and procedures to ensure that they complete the course within the expected course duration, as registered on the Commonwealth Register of International Courses for Overseas Students (CRICOS) and as identified by the length of their student visa.

**Certified True Copy**

This is the name of your direct supervisor during the course of your program of study at Flinders.

**Start Date**

This is the commencement date for teaching in your course unless otherwise specified. You must arrive and commence your course by this date unless prior written approval is obtained from your course coordinator / supervisor. Students arriving after this date without prior written approval will not be permitted to enrol. Some courses may commence earlier or later and this will be clearly noted in the offer. You should arrive in Adelaide at least two weeks before this date. Orientation week commences one to two weeks before the start date.

**End Date**

This is the expected date you should complete your studies. This date is when your enrolment in the course will end and will include your final exams.
Understanding your Offer of Admission (...continued)

English language requirements

International students must satisfy our English language proficiency requirements for admission. For applicants whose first language is not English they will need to have:

- Achieved the required IELTS or TOEFL Cambridge or Pearson test as denoted below;

- Successfully completed a tertiary degree program taught in the English language in a country where English is the official language or the main language spoken;

or Successfully completed a pre-course English program from an approved ELICOS Provider.

Other evidence of English language proficiency may be accepted. Evidence of English language proficiency must be no more than two years old on the proposed date of commencement of the course.

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<th>IELTS (Academic)</th>
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<th>Pearson</th>
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<td>Level 7</td>
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¹ No less than borderline in writing and speaking
² No less than borderline in any element of the test
³ No less than good in any element of the test

NOTE:
The Bachelor of Nursing (Post-Registration) requires an IELTS of 6.5 overall, 6.5 for speaking, 6.5 for writing, 6.0 for reading, and 6.0 for listening.
Understanding your Offer of Admission (...continued)

Annual Tuition Fee
The annual tuition fee is the tuition fee payable for each year of full-time study (36 units). However, if you will only be studying for one semester (18 units) in total, the fee stated will reflect the whole tuition fee payable. The tuition fee does not include the cost of books, materials, equipment or field trips. In addition to tuition fees, there are other charges payable. For further information, please refer to page 10: Fees.

Total Tuition Fee
The total tuition fee is the tuition fee payable for the whole course. All fees are given in Australian dollars, unless the course is offered offshore.

Credit Transfer
Where credit transfer arrangements are already in place for your previous qualification the amount of credit transfer will be clearly stated in the offer of admission.

Where credit transfer arrangements are not in place the relevant Faculty will need to assess your previous qualifications. An application for credit may be undertaken either before or after your arrival in Australia. To have your qualifications assessed for credit, you should provide evidence of your completion. You will be responsible for informing DIAC if there are any changes to the duration of your course after credit is granted.

Packaged English Language
In order to meet the English language requirements, you may have chosen to complete an English language course prior to the commencement of your degree. In this instance, you will be required to meet the University’s English language proficiency requirement at your chosen approved English language provider. Please note that, should you not complete your English language course prior to the commencement of your degree, it will not be possible for you to commence your studies, unless you obtain the required English language requirement.

You will be required to apply for credit with the relevant faculty at the time of enrolment.

You will be required to inform DIAC if there are any changes to the duration of your course after credit is granted.

Transferring from another Australian University
If you have been enrolled for less than 6 months at another registered provider, you will be required to obtain a Release Letter from your current institution before you can accept the Offer made by Flinders University. Please contact the International Office of your current institution regarding this Release Letter.

Personal Information
Information is collected on this form and during your enrolment in order to meet our obligations under the ESOS Act and the National Code 2007; to ensure students comply with the conditions of their visa and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007. Information collected about you on this form or during your enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities. In other instances information collected on this form or during your enrolment can be disclosed without your consent where authorised or required by law.

Change of Address
Under the ESOS Act and National Code 2007 students are obligated to notify the University of a change of address whilst enrolled in the course.
Fees

Your initial payment is an advance of the first semester’s tuition fees and is due when you accept your offer. The first semester fee is based on the annual course fee for your commencing year which remains fixed for the normal duration of your course at the University. After your initial payment, remaining instalments are calculated on the basis of your workload and topic selection in each semester. Tuition fees are payable each semester in advance.

Once you have started your course, should you transfer to another degree program, your tuition fees will be charged at the rate set at the time of transfer, unless enrolled in a nested postgraduate program for which you have previously applied and received a conditional offer of admission.

Where tuition fees for the year of commencement have not yet been determined, they will be subject to change pending their approval.

A complete copy of the University’s Policy on Payment and Refund of Fees is contained at pages 14-17 of this booklet.

Overseas Student Health Cover
International students are required by the Australian Government to take out Overseas Student Health Cover (OSHC) for the duration of their student visa. Australian Government regulations require that the OSHC is paid before the Confirmation of Enrolment (CoE) document is issued. This payment has been included in the offer of admission.

Cover is available for singles or for families. If your spouse or children are accompanying you, you must pay dual or multi cover. If you already have health cover with one of the registered health cover providers permitted by the Department of Immigration and Citizenship, you must provide proof of visa length cover prior to the COE being issued.

Students from Sweden and Norway are covered by their own country’s insurance scheme and do not require OSHC. These students will be reimbursed for health care expenses once they return to their home country. Refer to page 16 for detailed information.

For further information, refer to the University’s OSHC provider, Worldcare Assist’s website at: https://www.oshcworlncare.com.au/

Other Fees
Please note that some study costs are not covered by tuition fees for example optional field trips, lecture notes, equipment, stationery, textbooks and course materials.
Accepting Your Offer

Complete the Acceptance form, sign it and return it to the International Office. Your offer must be unconditional before you can make payment, with the exception of packaged English or Academic programs. For example, if you have a Conditional Offer based on the provision of certified true copies of academic transcripts or evidence of relevant work experience, you will need to submit these documents with the completed “Your Agreement with Flinders” form.

Confirmation of Enrolment (COE)
Once you have made payment and submitted your acceptance with any additional documentation, the International Office will issue you a Confirmation of Enrolment (COE) document. COE’s are issued once a student has paid their first semester (half-year) tuition fee and the visa length Overseas Student Health Cover fee, as stated in the Offer Letter. Following receipt of the COE you may apply for your student visa.

Packaging Visas
The Australian Government allows the packaging of visas for students who are undertaking up to nine different courses offered by the same or a partner institution. An example of this includes:

> Applicants who will be completing preliminary English language training with a recognised English language provider prior to commencement of a formal study program at the University or;

A separate Confirmation of Enrolment will be issued for each program of study.

How to pay fees
The Offer Letter includes a table showing the fees payable for the first semester (or topic in the case of external students) of your course. To confirm your place at the University these fees must be paid. Fees must be paid when submitting your acceptance of the Offer Letter, ie Acceptance form.

You may confirm your place by paying either by:

Bank draft - made payable to ‘Flinders University’.

Electronic funds transfer - made payable to
Bank: NAB (National Australia Bank Branch: 22 King William St., Adelaide Account Name: Flinders University BSB: 085-458 Account No.: 86-589-5181 Swift/BIC code: NATAAU3305A.

Credit card - only Master card and VISA are accepted.

In person - at the Cashiers Office, Registry Building at Flinders University. This facility is only available to students who are in Australia.
Obtaining a Student Visa

On receipt of your Confirmation of Enrolment, you may commence your application for a student visa.

Students from DIA Assessment Level 1 countries as well as holders of specific other visas (eg. visitor visa), who are over 18 years of age and hold a credit card can apply for their student visa on-line. For information regarding this please consult http://www.immi.gov.au/students/

Should you gain permanent residency (PR) during your course, you cannot remain enrolled as an international student. In some cases you may have to re-apply for admission to the University as an Australian student. Please contact the Admissions Office for details, email admissions@flinders.edu.au

Students who already have a student visa and are living in Australia will have to renew their student visa at the Department of Immigration and Citizenship (DIAC). To renew your visa, you will have to take your CoE to the Australian Embassy, Australian High Commission or to your nearest DIAC office. Please note that you will need to advise DIAC of any changes to your course or the institution at which you are studying. Please ensure that you renew your visa before your existing visa expires.

If you reside outside Australia, applications for student visas are made at the nearest relevant Australian Embassy, High Commission or other representative office in your home country. Details of overseas offices are available at the following website:

Flinders University recommends you visit the DIAC website for comprehensive information about applying for a student visa. There are different requirements for students from different countries and you can find the most up to date information at http://www.immi.gov.au/students/students/choose

Students are responsible for obtaining a visa that permits them to study in Australia and ensuring it is current for the duration of their course.

If you reside outside Australia, applications for student visas are made at the nearest relevant Australian Embassy, High Commission or other representative office in your home country. Details of overseas offices are available at the following website:

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If you reside outside Australia, applications for student visas are made at the nearest relevant Australian Embassy, High Commission or other representative office in your home country. Details of overseas offices are available at the following website:

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Students are responsible for obtaining a visa that permits them to study in Australia and ensuring it is current for the duration of their course.
Accommodation

Flinders Housing is able to assist you to find suitable permanent accommodation both on and off campus.

As there is much demand for on-campus accommodation, it is advisable to apply as soon as you accept your offer at Flinders University.

Applications for full year and semester 1 close in late October. Late applications whilst accepted, are precluded from the first round of accommodation offers made by Flinders Housing in early January of the following year. Semester 2 applications close early June.


Off-Campus Accommodation

Many students choose to share a house off-campus. Houses may cater for two, three or sometimes four people, depending on the number of bedrooms. Share arrangements are usually between students. In most cases you must provide your own furniture and do your own cooking and cleaning and share all common household expenses. Approximate cost is $90-$250 (AUD) per week per person for rent only plus your living costs.

Fully furnished accommodation is more difficult to find and can be more expensive than unfurnished accommodation. Details of available private accommodation near the University campus is available at: [http://www.flinders.edu.au/housing/short-term-private/private-accommodation/private-accommodation_home.cfm](http://www.flinders.edu.au/housing/short-term-private/private-accommodation/private-accommodation_home.cfm).

Temporary Accommodation

Prior to your arrival you will need to pre-book temporary short term accommodation to give you a base for those first few days and while you are searching for permanent rental accommodation. You can view a comprehensive list of temporary accommodation at [http://www.flinders.edu.au/housing/short-term-private/temporary/temporary_home.cfm](http://www.flinders.edu.au/housing/short-term-private/temporary/temporary_home.cfm). If you have difficulty in making a booking please email the International Student Services Unit (ISSU) at issu@flinders.edu.au.

Homestay

In this arrangement students live with an Australian family in their home with a private bedroom. Three meals a day can be provided or students can often do their own shopping and cooking as negotiated with each family. Approximate cost varies between $200-$210 (AUD) per week. The University does not arrange homestay accommodation for students, although the providers of Foundation and English courses may have some available for their students.
Pre-Departure Information

The International Student Handbook is available at [https://www.flinders.edu.au/international-students/services/pre-departure-guide.cfm](https://www.flinders.edu.au/international-students/services/pre-departure-guide.cfm). The Handbook contains information such as how much money to bring, what to pack, Australian customs and quarantine laws, as well as health requirements. The guide will also cover what it is like living in Australia and the cultural and social customs of our country. It also includes important information if you are planning to bring a spouse and family, booking temporary accommodation as well as the University's orientation program.

Once you have confirmed your travel arrangements you should advise the International Student Services Unit of your arrival details by completing the Arrival Form found at the back of the Handbook on page 103. They will arrange to meet you at the Adelaide Airport and take you to your place of accommodation. You can also use the online booking system available at: [https://www.flinders.edu.au/international-students/services/airport-reception/meet-and-greet-booking-form.cfm](https://www.flinders.edu.au/international-students/services/airport-reception/meet-and-greet-booking-form.cfm). We wish you well in your preparations and look forward to welcoming you to Flinders University.
8 Tuition Fees
8.1 Fixing of Tuition Fees Tuition fees are fixed for the normal duration of the course in which a student first enrolls. Students who change course or undertake higher level studies will be subject to the fees which apply to the year in which the change of course occurs unless enrolled in one of the component awards of a recognised nested postgraduate coursework program for which they have previously applied and received a conditional offer of admission.

8.2 Tuition Fee Liabilities
8.2.1 Published annual tuition fees are based on a normal full-time enrolment load. A normal full-time enrolment load is 36 units per year, or 18 units per semester. For approved studies which involve a student taking less than or more than the normal full-time enrolment load, tuition fee liability is calculated on a pro-rata basis as follows (excluding students enrolled in a Study Abroad Program):
- Annual course tuition fee x number of units enrolled / 36 units (or normal full-time enrolment load)
- Example 1: for a student enrolled in 27 units of a course which has an annual fee of $10000 and for which the normal full-time load is 36 units, the tuition fee is:
  $10000 x 27 units / 36 units = $7500
- Example 2: for a student enrolled in 42 units of a course which has an annual fee of $10000 and for which the normal full-time load is 36 units, the tuition fee is:
  $10000 x 42 units / 36 units = $11667

8.2.2 For students enrolled in research higher degrees, tuition fees will be calculated on a pro-rata basis based on the number of days of candidature in each half-year period (1 January to 30 June and 1 July to 31 December), as per the following formula:

\[
\text{number of days of candidature} / \text{number of days in half-year period} \times 0.5 \times \text{annual tuition fee rate}
\]

8.2.3 Students enrolled in a Study Abroad Program will be charged a flat rate tuition fee (which will be published annually in the fee schedule) for each semester of enrolment.

8.3 Cross-Institutional Enrolments
8.3.1 International students enrolled at Flinders University and undertaking approved studies offered by Flinders University, will be required to pay the tuition fees for cross-institutional study.

8.3.2 International students enrolled at an institution other than Flinders University and undertaking approved studies offered by Flinders University, will be required to pay the tuition fees for cross-institutional study.

9 Payment of Fees
9.1 Payment of Fees
9.1.1 Fees are normally paid in advance on a semester (half year) basis. Unless specified otherwise in the offer of admission to offshores or distance education programs, payment of fees is due by the end of the second week of each semester (half year), early March in Semester 1 and early August in Semester 2. Notwithstanding the above, new students are required to pay fees for their first semester (half year) of enrolment in advance by the date specified in the offer of admission to the University.

9.1.2 Payment of all tuition fees and charges is a condition of enrolment, and must be made in full by the due date. Failure to pay will result in cancellation of enrolment. Students studying in Australia who have their enrolment cancelled will be reported to DIAC.

9.2 Payment Extension or Payment by Instalments
9.2.1 Students who have encountered exceptional circumstances, which could not reasonably have been foreseen, and which impact the ability to pay tuition fees by the due date, may apply to the Manager, Enrolment and Student Finance for a payment extension or payment by instalment plan.

9.2.2 If an extension is approved, a revised due date for payment will be determined and advised. If a payment by instalment plan is approved, the first payment of 25% of the tuition fee will be due on the original due date, and the remaining 3 payments of 25% of the fee will be due at monthly intervals thereafter.

9.2.3 If payment is not received by a due date that is prior to the census date, the enrolment will be cancelled effective as at the due date.

9.2.4 If payment is not received by a due date that is after the census date, the enrolment will be withdrawn effective as at the due date. The student will remain liable for any remaining outstanding debts.

9.3 Fee Refunds
9.3.1 In the event that an offer of a place is withdrawn or the University is unable to provide the course, all tuition fees paid are fully refundable, unless the offer was made on the basis of incorrect or incomplete information supplied by the student.

9.3.2 A student who fails to meet course progression rules and who is thus not permitted to re-enrol will be eligible for a total refund of tuition fees if paid in advance of notification of preclusion.

9.3.3 Withdrawal before the census date by students studying in Australia or within 30 days of commencement of a course by students studying offshore or by distance education

9.3.3.1 For the first semester of enrolment
(a) Where a student, other than a research higher degree student, studying in Australia gives written notice of withdrawal from or an inability to commence the course before the census date or within 30 days of commencement of a course by students studying offshore or by distance education in their first semester of enrolment the University will retain 10% of the full semester tuition fee as well as any costs incurred by the University in recruiting the student (eg agent’s commission). The remainder of fees paid (except OSHC - see 9.4 below) will be refunded.

(b) Where a research higher degree student fails to commence the course, or gives written notice of withdrawal within 30 days of commencement of the course, the University will retain 10% of the advance payment of the first half-year tuition fee.

(c) Where a research higher degree student gives written notice of withdrawal from the course between 30 days and 6 months of commencement of the course, the University will retain the full advance payment of the first half-year tuition fee.

9.3.3.2 For any subsequent semester of enrolment in the same course
(a) Where a student, other than a research higher degree student, studying in Australia gives written notice of withdrawal from the course before the commencement of the semester or topic in the case of a student studying offshore or by distance education all fees paid (except OSHC - see 9.4 below) for that semester are fully refundable.

In such cases the University will retain 10% of the full-time tuition fee for one semester as well as any costs incurred by the University in recruiting the student (eg agent’s commission). Any such refund will be made as soon as possible after the determination to withdraw the offer or to not provide the course, but not later than 10 working days after the scheduled start date of the course.
9.3.4 Withdrawal after commencement of the course by students studying offshore or by distance education can apply to have their tuition fee refunded. Students studying in Australia or after 30 days of commencement by a student studying offshore or by distance education the University will retain 10% of the full semester tuition fee as well as any costs incurred by the University in recruiting the student (eg agent’s commission). The remainder of fees paid (except OSHC - see 9.4 below) will be refunded.

(c) Where a research higher degree student gives written notice of withdrawal after 6 months of commencement of the course, the student will be eligible for a refund of any amount paid over and above the tuition fee as calculated according to clause 8.2.2.

9.3.3.3 In exceptional circumstances, and where acceptable documentary evidence can be provided, a student may be eligible for a total refund of tuition fees. Exceptional circumstances include inability to obtain a student visa (for students studying in Australia), illness or disability, death of the student or a close family member (parent, sibling, spouse or child) or a political, civil or natural event.

9.3.4 Withdrawal after the census date by students studying in Australia or after 30 days of commencement by students studying offshore or by distance education.

9.3.4.1 Students who withdraw after the census date, or after 30 days of commencement by students studying offshore or by distance education can apply to have their tuition fee refunded.

9.3.4.2 A full refund of tuition fees may be granted where it can be established that exceptional circumstances applied to the student that:

(a) were beyond the student’s control; and
(b) did not make their full impact on the student until on, or after the census date for students studying in Australia, or on or after 30 days of commencement by students studying offshore or by distance education; and
(c) made it impracticable for the student to complete the requirements for the topic(s); or
(d) the student enrolled in a course or topic on the basis of misleading or incorrect information.

9.3.4.3 To meet the requirement that exceptional circumstances did not make their full impact on the student until on or after the census date, or 30 days of commencement for students studying offshore or by distance education, the student’s circumstances must occur either:

(a) before the census date, but worsen after that day; or
(b) before the census date, but the full effect or magnitude does not become apparent until after that day; or
(c) on or after the census date.

9.3.4.4 Exceptional circumstances that make it impracticable for the student to complete the requirements for the topic(s) include:

Medical circumstances. For example, where a medical condition has changed to such an extent that a student is unable to continue studying;

Family/personal circumstances. For example, death or severe medical problems within a family, or unforeseen family financial difficulties, so that it is unreasonable to expect a student to continue studies;

Course related circumstances. For example, where the University has changed the topic(s) offered in such a manner that the student is disadvantaged by either not being able to complete the topic(s), or not being given credit towards other topics or courses.

Exceptional circumstances do not include a lack of knowledge or understanding of the University’s policies and procedures.

9.3.4.6 Where a student’s application is successful, a notation of Withdraw, Not Fail (WN) will be recorded against the topic(s).

9.3.4.7 Applications for refund of fees must be made on the standard form, be accompanied by appropriate documentation, and submitted to the Manager, Enrolment and Student Finance as soon as possible given the circumstances. An application will normally not be accepted if it is lodged later than 12 months from the end of the semester in which the topic(s) were taken.

Late applications may be considered where the nature of the circumstances prevented the student from submitting an application within 12 months. Late applications must include evidence from a relevant professional practitioner that the circumstances prevented submission within the usual timeframe.

9.3.4.8 The Manager, Enrolment and Student Finance (or nominee) will consider the application for a refund of tuition fees, as soon as practicable, and no later that 20 working days, after the receipt of the application. Once the decision has been made on the application, the Manager, Enrolment and Student Finance (or nominee) will notify the student in writing of the decision and the reasons for that decision.

9.3.5 Refunds will normally be paid in Australian dollars.

9.3.6 Appeals

9.3.6.1 If a student is not satisfied with the decision in relation to an application for a refund they may lodge an appeal in writing with the Director, Academic and Student Services no later than 20 working days after receipt of the notice of the decision.

9.3.6.2 The Director, Academic and Student Services will acknowledge receipt of an appeal in writing within 10 working days and will reply in writing within 20 working days informing the student of the outcome.

9.3.6.3 If the student is still not satisfied with the outcome, he or she may appeal to the Student Appeals Committee. Such an appeal may only be made on one or more of the following grounds:

(a) the appropriate policy was not adhered to or correct procedures were not followed in considering the matter;
(b) the decision was made without due regard to facts, evidence or circumstances.

Such an appeal must be lodged with the Director, Academic and Student Services within 20 working days of the date of the dispatch of the notification of the decision. The appeal must be accompanied by a copy of the notice of decision the student has received and the grounds for the appeal, including the evidence in support of the student’s case, together with supporting documentation.

9.4 Overseas Student Health Cover (OSHC)

9.4.1 Unless specifically approved otherwise, the Commonwealth Government requires all international students studying in Australia to subscribe to Overseas Student Health Cover (OSHC) for the duration of their student visa, and stipulates that overseas students are not permitted to enrol unless they have paid for their OSHC.

9.4.2 The University is required to collect the OSHC charge on behalf of OSHC Worldcare, its preferred provider of OSHC. This charge is payable at the commencement of studies. The OSHC fee charged covers the period up to, and including, the visa expiry date.

9.4.3 Refunds: Where a student leaves Australia before the expiry date of their student visa, a partial refund may be available from Worldcare. Claims must be presented to Worldcare on the appropriate form, with proof of exit from Australia.
10 Duration of Study
10.1 Students must complete their course within the duration specified in their letter of offer.

10.2 Extension of duration of study - An extension to the duration of study may be approved by the University only under the following circumstances:
   (a) Exceptional circumstances (eg illness where a medical certificate states that the student is unable to attend classes or where the University is unable to offer a pre-requisite topic). (b) The student has been identified as ‘at risk’ or is not making satisfactory progress under the provisions of the University’s Policy on Student Progress.

11 Deferring, Suspending or Cancelling a Student’s Enrolment

11.1 Deferral of commencement of studies or temporary suspension of enrolment (leave of absence) initiated by a student.

11.1.1 A student may apply to defer commencement of their studies only in exceptional circumstances. Exceptional circumstances are generally those beyond the control of the student and include medical (eg illness where a medical certificate states that the student is unable to attend classes) or family/personal circumstances (eg death or severe medical problems within a family, or unforeseen family financial difficulties, so that it is unreasonable to expect a student to be able to commence their studies).

11.1.2 A deferral fee will apply to a student who defers the commencement of their studies more than once.

11.1.3 A student may apply to temporarily suspend their enrolment (leave of absence) only in exceptional circumstances. Exceptional circumstances are generally those beyond the control of the student and can include medical (eg illness where a medical certificate states that the student is unable to attend classes) or family/personal circumstances (eg death or severe medical problems within a family, or unforeseen family financial difficulties, so that it is unreasonable to expect a student to be able to continue their studies for a period of time).

11.2 Suspension or cancellation of student enrolment initiated by the University.

11.2.1 The University may suspend or cancel a student’s enrolment in accordance with Clause 9 of this policy, the University’s Policy on Student Progress and University Statute 6.4: Student Conduct.

11.2.2 Students who are notified that their enrolment is to be suspended or cancelled may lodge an appeal with the Director, Academic and Student Services within 20 working days of the date of the dispatch of the notification of the decision in accordance with relevant University policies.

11.3 Changes to a student’s enrolment resulting from deferral, suspension or cancellation will be reported to DIAC by the University.

Deferral of Commencement
An applicant who has been offered a place in a course other than the Bachelor of Creative Arts, the Bachelor of Metallurgy or the Bachelor of Nutrition and Dietetics may apply to defer commencement of their studies in exceptional circumstances. Exceptional circumstances are generally those beyond the control of the applicant and can include medical (eg illness where a medical certificate states that the applicant is unable to attend classes) or family/personal circumstances (eg death or severe medical problems within a family, or unforeseen family financial difficulties, so that it is unreasonable to expect an applicant to be able to commence their studies). A deferral fee will apply to an applicant who defers the commencement of their studies more than once.

Health Cover - Norwegian and Swedish students
Swedish students - Swedish students studying abroad who are entitled to grants and loans from the Swedish National Board of Student Aid (CSN) are eligible for Study Insurance in Sweden.

Following your arrival in Australia please visit the International Student Services Unit and produce your Insurance Certificate or letter from CSN.

If you are eligible for Study Insurance you are not eligible to purchase OSHC in Australia. If you wish to purchase OSHC it will be necessary for you to show evidence that you are not covered under the CSN scheme.
Further Information

For all course and visa enquiries
Website: www.flinders.edu.au/international/services/

For airport pickup and orientation enquiries
Website: www.flinders.edu.au/international/services/

For accommodation enquiries
Website: www.flinders.edu.au/housing/

For English language course enquiries
IELI Website: www.flinders.edu.au/intloffice/info/ieli/index.html

Eynesbury International Website:
www.eynesbury.sa.edu.au

South Australian College of English (SACE) Website: http://southaustralia.collegeofenglish.com.au

ACL English:

International Student Pre-departure Guide (PDF file)
www.flinders.edu.au/international/services/

International Student Arrival Guide (PDF file)
www.flinders.edu.au/international/services/

Australia’s Diplomatic and Consular Missions

Currency Converter
http://quote.yahoo.com/m37u

Department of Immigration And Citizenship (DIAC)

OSHC Worldcare
www.oshcworldcare.com.au

Study Adelaide
www.studyadelaide.com

SA Central

South Australian Tourism Commission
www.southaustralia.com/

The Lonely Planet Guide : Destination – South Australia
www.lonelyplanet.com/destinations/australasia/adelaide/

Schools in South Australia for your Children