

# STUDENT FEES & REFUNDS SCHEDULE – MONASH UNIVERSITY MALAYSIA

## SCOPE

This schedule applies to all students, and to all courses and units at Monash University Malaysia.

## SCHEDULE STATEMENT

This schedule outlines the overarching mandatory processes and practices that are required to implement and comply with the Student Fees Policy, for setting and collecting tuition fees and other fees, refunding tuition fees, fees discounts, and fees arrangements for transfers between study locations.

### 1. Determining tuition fees

- 1.1 The Pro-Vice-Chancellor, Monash University Malaysia, recommends annual student fee rates to the Student Profile and Pricing Committee for approval by the Vice-Chancellor.

#### Additional fees applicable to all courses

- 1.2 Students must pay all additional fees associated with the delivery of their course.
- 1.3 Monash University Malaysia determines administrative fees including application fees, registration fees and general amenities fees, and publishes these amounts to the [Fees website](#).
- 1.4 International students must also pay a student pass application fee.

### 2. Payment of fees

#### Commencing students

- 2.1 Details of fees payable for accepting an offer of study will be provided in the letter of offer.
- 2.2 Where a student has been successful in obtaining a scholarship or bursary, their letter of offer will show the fee payable before the deduction of the scholarship, bursary or other discount(s). The student will need to calculate the fee payable by deducting any discount amount from the fees amount outlined in the letter of offer.

#### Returning students

- 2.3 Monash University Malaysia emails returning students via their Monash email address to provide information on how to access the semester's fees online via the [Fee Calculator](#).
- 2.4 Students will need to calculate their fees based on the number of enrolled units in order to generate their Fees Statement. The Fees Statement outlines the amount of fees payable and due date for payment.
- 2.5 A student who has obtained a scholarship, bursary or other discount will need to calculate their payment by deducting any discount from the amount stated in their Fees Statement.
- 2.6 Students should check their email account regularly to ensure they are aware of any matters concerning fees payments.

#### Non-payment of fees

- 2.7 Monash University Malaysia issues a fee payment reminder before the commencement of week 4 (week 2 for summer units) where there is an outstanding debt due to non-payment of fees.
- 2.8 If the outstanding debt is not paid by the date stated in the fee payment reminder, the student will have their enrolment encumbered.

## Encumbered enrolment

- 2.9 An encumbrance placed on a student's enrolment for non-payment of fees will result in restrictions to enrolment, as set out in the [Enrolment procedure].
- 2.10 Encumbered students will be notified by email to their Monash student account of the impending invalidation of their enrolment if they continue to have outstanding debt.

## Invalidated enrolment

- 2.11 Where a student continues to have outstanding debt after being encumbered, their enrolment will be invalidated for non-payment of fees. Monash University Malaysia will retain any tuition fees paid for the relevant course and/or teaching period, as outlined below in section 5, Refund of fees.
- 2.12 Invalidated students will have their enrolment cancelled as set out at 8.11.5 of the [Enrolment Procedure] and will not have access to their academic record.
- 2.13 Where an invalidated student wishes to obtain a transcript of their academic record without seeking to continue their course, a transcript will be issued when the outstanding debt has been paid. See 1.2 [Transcript of Academic Record Procedure].
- 2.14 When an outstanding debt and reinstatement fee have been paid, a student seeking to continue their course within the current teaching period can be reinstated by the Finance Department if reinstatement approval is granted by the managing faculty.
- 2.15 Invalidated students seeking to continue their course in a subsequent teaching period must apply directly to the managing faculty. The faculty will determine if the student may be admitted to the course in which the invalidation occurred, and the manner in which reinstatement may occur.

## Fee payment extension

- 2.16 Students experiencing financial hardship, including students in their final teaching period of their studies, may apply for a fee payment extension with the Finance Unit.
- 2.17 Full-fee paying students may apply for a fee payment extension by submitting a written application with supporting documents to the [Finance Helpdesk](#). Students will be notified of the outcome of their fee payment extension via email to their Monash student account.
- 2.18 If a student does not make payment of their fees by the due date, a late payment fee of RM100.00 will be imposed. A late payment penalty of RM100.00 will be imposed for every month of non-payment thereafter.
- 2.19 Upon approval, a fee payment extension outcome outlining the scheduled payment dates will be issued to the student via email to their Monash student account. The Finance Unit may approve a fee payment extension up to four scheduled payments, each paid monthly, depending on the timing of the request.
- 2.20 All fee payment extensions must conclude by the last day of the teaching period the fees were charged for. Failure to accept or adhere to the payment schedule will result in the student's enrolment being encumbered.
- 2.21 The Finance Unit may approve a final year final semester (teaching period) student fee payment extension up to six scheduled payments, each paid monthly. This payment arrangement will normally be up to four scheduled payments to be concluded by the last day of the teaching period the fees were charged, but may be extended up to six payments in exceptional circumstances.

## Pre-approved instalment plan

- 2.22 Monash University Malaysia offers a Pre-Approved Instalment Plan to allow full-time students to change the period they pay their fees over one semester.
- 2.23 Students may apply by completing the [Semester Instalment Plan Application Form](#) and submit the completed form at the Finance counter or Finance Helpdesk one week prior to the first day of the teaching period of the semester.
- 2.24 Students will be notified of the outcome of their Pre-Approved Instalment Plan Application via email to their Monash student account.
- 2.25 If payment difficulties are considered likely to continue for an extended period of time, the Finance Unit may direct the student to their School to discuss the option of suspending their studies.
- 2.26 Students should refer to the [Instalment Payment Plan website](#) for further information on how an instalment payment plan is structured and offers assistance.

### 3. Family fee discount

#### Eligibility

- 3.1 A student who has a family member who is concurrently enrolled in a full-fee paying award course at the University may apply for a 10 per cent discount for each concurrently enrolled teaching period, which will be granted to the family member with the highest tuition fee rate (per 48 credit points).
- 3.2 Students who are enrolled in a full-fee paying award course, studying in the same fees invoice period, at the same location, and who meet the family fee requirements are eligible for the family fee discount.

#### Applying for the family fee discount

- 3.3 Students must complete the [application form](#) for the Family Fee Discount and submit with required evidence to the Finance Department in the manner set out on the application.
- 3.4 The Finance Department must receive the application prior to the following submission deadlines:
  - 31 March – for Semester 1 fees;
  - 31 August – for Semester 2 fees; and
  - 30 November – for October intake fees.
- 3.5 Students will be notified of the outcome of the request for a discount by email to their Monash student account.
- 3.6 If a family member's enrolment details change, whereby both are no longer enrolled in a concurrent semester, the discount will be reversed and the liability of the remaining family member may increase to the pre-discount level.
- 3.7 Students who have received the family fee discount and then accept a government loan will have their tuition fee recalculated and may be eligible for a refund. The remaining full-fee paying family member will no longer be eligible for the family fee discount.
- 3.8 The family fee discount will be granted to the student with the highest tuition fees. Where tuition fees are equal, the family fee discount will be applied against the account of the student as nominated on the application form, or as determined by the Finance Department at Monash University Malaysia.
- 3.9 The family fee discount is awarded at a rate of 10 per cent of the tuition fees, or up to RM 5,000.00 per annum, whichever is lower.

### 4. Course and campus transfers, including study abroad

- 4.1 Full fee-paying students undertaking a course transfer will be fee-assessed for the new course at the commencing rate of the new course, applicable to the year of the transfer. Students should contact their School to discuss any circumstances that warrant consideration to vary the applicable commencing fee.

#### Monash Abroad Programs

- 4.2 A student who temporarily moves to study at an offshore campus, or to another location with a Monash Abroad program (including Global Intercampus Program, the exchange program, internships, and clinical & field placements) will continue under the same fee payment arrangements as are in place at their home location.

#### Independent Study Abroad

- 4.3 Independent Study Abroad programs (where there is no exchange agreement between the University and the host institution, including intensive language courses or special study tours), require students to make payment of tuition fees directly to the overseas institution or study program.
- 4.4 Students who are approved by Monash Abroad and their relevant faculty to enrol in an Independent Study Abroad program will not be charged Monash University Malaysia tuition fees. Additional information on fees for Independent Study Abroad Programs is available on the [Study Abroad – Independent Study Abroad](#) website

### 5. Refund of fees

- 5.1 Monash University Malaysia will not refund tuition fees where a refund application is submitted after the commencement of the fourth week of teaching.

- 5.2 If a student discontinues a single semester unit in the first four weeks of the semester, the University will not impose financial penalty. If a student discontinues a single semester unit from the commencement of the fifth week, they will be charged general fees and full fees for the unit.

### Full refunds

- 5.3 A full refund of all relevant tuition fees will be made where:
- 5.3.1 The University is unable to deliver the course;
  - 5.3.2 The University withdraws an offer for placement in a course. If the offer is withdrawn on the basis of incorrect or incomplete information being supplied as part of the student's application, the University reserves the right to retain 10 per cent of the first semester's tuition fees;
  - 5.3.3 The student is unable to meet a condition required by the University in the letter of offer;
  - 5.3.4 The student is excluded by the University for failure to meet academic progression requirements and had paid fees in advance of a notification of exclusion;
  - 5.3.5 The student is refused a visa;
  - 5.3.6 Where illness or disability prior to the commencement of the course prevents the student from commencing the course;
  - 5.3.7 The death of a close family member (parent, carer, sibling, spouse or child) occurs prior to the commencement of the course, preventing the student from commencing the course; or
  - 5.3.8 At the discretion of the Finance Manager, Monash University Malaysia, where other special or extenuating personal circumstances prevent the student from commencing in the course.
- 5.4 Documentary evidence must be provided in support of an application for a full refund made under any of the circumstances set out above.

### Partial refunds

- 5.5 A partial refund of tuition fees will be made to commencing and continuing students where:
- 5.5.1 The student, having paid tuition fees for one semester in advance, gives written notice to Monash University Malaysia, at least four weeks prior to the commencement of teaching/research period of an inability to undertake the course. A student who is enrolled in the summer semester must provide notice at least one week prior to the commencement of teaching in the summer semester. The University will refund the tuition fee paid for the semester, less an administrative fee of 10 per cent;
  - 5.5.2 The student gives less than four weeks' notice in writing prior to the commencement of the teaching/research period, or less than one week notice prior to the commencement of teaching in a summer semester, of their inability to undertake the course. The University will refund the tuition fee for the semester, less an amount of 20 per cent of the semester's fees;
  - 5.5.3 The student withdraws from the course within the first four weeks of the teaching/research period, or first week of the summer semester. The University will refund 50 per cent of tuition fees paid. Where a student has not paid all tuition fees due, 50 per cent will be due to the University.

### Applying for a refund of fees

- 5.6 Students must initiate the refund process by making a written application to the Finance Manager via the Monash University Malaysia, [Finance Helpdesk](#).
- 5.7 The application must set out the reasons for the refund request, and be accompanied by the relevant supporting documentation.
- 5.8 The student must also submit a copy of their IC/Passport of Payee and a copy of their Official Receipt of fees payment with their application.

### Assessment and review of decisions

- 5.9 The table below outlines the role/area of responsibility for making determinations in relation to student fees refunds at Monash University Malaysia:

Area of decision making	Responsibility
Applications made by international students and domestic full fee-paying students for refunds of fees	Manager, Finance Unit
Applications made by domestic or international students for refund of fees in special circumstances	Manager, Finance Unit
Remit and refund fees upon written advice from the Manager Finance Unit	Deputy Financial Controller, Finance Unit
Fee payment extensions	Manager, Finance Unit

## Processing refunds

- 5.10 The refund amount is calculated after all outstanding tuition fee deposits and or debts to Monash University Malaysia have been paid.
- 5.11 Refunds will be processed within one month from receipt of request.
- 5.12 Refunds will be processed in the currency that is advised by the student.

## DEFINITIONS

Cancellation of enrolment	Where a student's enrolment in a course of study or unit of enrolment ceases.
Census date	The date when Monash University Malaysia finalise student enrolments for a teaching period.
Domestic student	A student enrolled at: <ul style="list-style-type: none"> <li>an Australian location who is an Australian or New Zealand citizen, or who holds an Australian permanent resident visa or Australian permanent humanitarian visa; or</li> <li>Monash University Malaysia who is a Malaysian citizen or holder of Malaysian permanent residency status; or</li> <li>another Monash location outside Australia, who is considered a domestic student according to criteria set by the government of that country.</li> </ul>
Family	For the purposes of the family fee discount, 'family' includes students with one parent or carer in common, or any other person with whom the University is satisfied that the student has a genuine family relationship.
International student	A student who is not a domestic student.
Parent	For the purposes of the family fee discount, family members must have one or more parents in common, with the relationship evidenced.
Teaching period	In relation to a unit of study, the period occupied by the teaching of the unit
Tuition fees	Money that a student pays to the University for their teaching or instruction
Unit	A component of a course represented by a unit code that is taught as a discrete entity but is not a thesis for a graduate research degree.

## GOVERNANCE

Parent policy	<a href="#">Student Fees Policy</a>
Associated procedures	<a href="#">Student Fees Procedure</a> <a href="#">Student Refunds Procedure</a>
Related legislation	<ul style="list-style-type: none"> <li><a href="#">Monash University Statute</a></li> <li><a href="#">Monash University (Vice-Chancellor) Regulations</a></li> <li><i>The Private Higher Educational Institutions Act 1996 (Malaysia)</i></li> </ul>
Category	Operational
Approval	Chief Operating Officer and Senior Vice-President 17 December 2020

Endorsement	Pro-Vice Chancellor & President, Monash University Malaysia 9 December 2020
Parent policy owner	Chief Operating Officer and Senior Vice-President
Schedule owner	Pro-Vice Chancellor & President, Monash University Malaysia
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Content enquiries	<a href="mailto:finhelpdesk.monash.edu.my">finhelpdesk.monash.edu.my</a>