1 Foreword

The 2013 Student Fees and Charges Guide details the policy governing the charging and payment of all fees and charges applicable to students enrolled at or applying to RMIT International University Vietnam (RMIT Vietnam), or other engagement with RMIT Vietnam during 2013. This document is published annually under the authority of the RMIT Vietnam Board of Management. All fees in this schedule, its appendices, and on the RMIT Vietnam Web Site, are subject to alteration by the Board of Management without notice. All approved changes will be recorded in the addendum of this document and posted on the RMIT Vietnam web site.

All fees and charges listed in this schedule, its appendices, and on the RMIT Vietnam Web Site have been approved by the RMIT Vietnam President, and endorsed by the Finance Director. Any questions about this document should be referred to the Academic Registrar (Vietnam).
2 Application of 2013 Student Fees and Charges Guide

All students or persons who enrol at RMIT Vietnam for studies in the 2013 academic year, or who otherwise engage with RMIT Vietnam in 2013 (e.g. graduation, apply for admission, etc) are subject to the fees and charges policies detailed in this document, and the associated fees and charges listed on the RMIT Vietnam web site.

All students who undertake their studies at RMIT Vietnam in the 2013 calendar year are required to complete an enrolment form, or enrol online if available. Completion of an enrolment form or online enrolment is a declaration that binds a student to the rules and obligations of this approved student fees and Charges Guide (inclusive of amendments as approved by the Board of Management) and the associated fees and charges listed in this document and on the RMIT Vietnam web site.

A student or person is liable for the resulting financial obligation from the point of their enrolment or other action pursuant to this approved Student Fees and Charges Guide. The financial obligation to pay tuition fees will remain unless withdrawal of enrolment is made via the approved process prior to the semester financial deadlines advised.

2.1 Creation of Financial Liability

Financial liability for all Tuition and Administrative fees and charges are created at the point of enrolment. For Higher Education students, fees are invoiced and must be paid each semester for the courses undertaken in that semester. For English students, fees and charges must be paid for each English course undertaken.

2.2 Cessation of Financial Liability

Financial liability only ceases upon withdrawal from a course or program by the appropriate date. Withdrawal from a course or program by lodgement of an approved Enrolment Variation, Leave of Absence or Cancellation of Enrolment form with RMIT Vietnam, or using Enrolment Online if available, are the only mechanisms to withdraw from a course or program of study. Failure to lodge the appropriate request before the semester financial penalty deadline will result in the tuition fee liability remaining and the appropriate debt recovery actions will be enforced.
3 Higher Education Fee Groups

3.1 Definition

Local Fee Paying Students include:
- Vietnamese nationals;
- Foreign nationals who hold a Vietnam work permit, Category B visa, or residency permit; or,
- Foreign nationals who have a spouse or parent who holds a Vietnam work permit, Category B visa, or residency permit.

To qualify as a Local Fee Paying Student, foreign nationals must provide certified copies of current work or residency permits or work visas prior to the end of week two of the semester as invoices are generated at the beginning of week three. Permits or visas must be current as of the Friday of week two of the semester. No Fee Group changes will be made after the Friday of week two of the semester.

3.2 Fee Groups

Fee Group 1 (FG1) and Fee Group 2 (FG2)
Includes all students who started at the University in 2003 or before. These Fee Groups are no longer in use.

Fee Group 3 (FG3)
Includes all Local Fee Paying students who started their most recent RMIT English or Higher Education program in the period from 2004 to 2010 inclusive. RMIT International University Vietnam reserves the right to increase the program fees for students in this group by up to 10% per annum.

Fee Group 4 (FG4)
Includes students who started their most recent RMIT English or Higher Education program in the period from 2004 to 2010 inclusive and who do not qualify as Local Fee Paying students. RMIT International University Vietnam reserves the right to increase the program fees for students in this group by up to 10% per annum.

Fee Group 5 (FG5)
Includes students with Australian citizenship who started their most recent RMIT English or Higher Education program in the period from 2004 to 2010 inclusive and who have received approval for FEE-HELP in Australia. Fees to be deferred will be calculated based on Fee Group 4, converted to Australian dollars, and reported as the deferred debt to the Australian Taxation Office. From 2013, due to a change in Australian law, no new applications for FEE-HELP will be accepted from RMIT Vietnam students or prospective students.
Fee Group 6 (FG6)
Includes all Local Fee Paying students who started their most recent RMIT English or Higher Education program in or after 2011. RMIT International University Vietnam reserves the right to alter the tuition fees and compulsory non-academic fees without notice.

Fee Group 7 (FG7)
Includes students who started their most recent RMIT English or Higher Education program in or after 2011 and who do not qualify as Local Fee Paying students. RMIT International University Vietnam reserves the right to alter the tuition fees and compulsory non-academic fees without notice.

Fee Group 8 (FG8)
Includes students with Australian citizenship who started their most recent RMIT English or Higher Education program in or after 2011 and who have received approval for FEE-HELP in Australia. Fees to be deferred will be calculated based on Fee Group 7, converted to Australian dollars, and reported as the deferred debt to the Australian Taxation Office. From 2013, due to a change in Australian law, no new applications for FEE-HELP will be accepted from RMIT Vietnam students or prospective students.

Important:
- Undergraduate students who are transferring from one program to another will remain in the same Fee Group. Students must be continuously enrolled, or on Leave of Absence. If a student is not enrolled nor on Leave of Absence for a semester or more, they will be placed in the Fee Group applicable to new students (FG6 or FG7) for any subsequent enrolments.
- Students who have completed a Diploma program and have enrolled in a Bachelor program in the next semester will remain in the same Fee Group.
- Students who have completed an undergraduate program and have enrolled in another undergraduate program or a postgraduate program will be placed in the Fee Group applicable to new students (FG6 or FG7).
- All students starting a Higher Education program, excluding those cases documented above, will be in Fee Group 6 or Fee group 7, irrespective of prior enrolments at RMIT Vietnam.

3.3 Scholarship Students
Fee Group Code: Snnn e.g. S011
Scholarship students are exempt part or all of their tuition fees. However, if a scholarship student fails a course, or if a scholarship student withdraws from a course after the Census date and no special circumstances apply (see Section 13), then they must pay to repeat that course. The repeat course will be charged at the same rate as for Local Fee Paying students in Fee Group 6.
4 Tuition Fees

All Tuition Fees, including fees for English courses and Higher Education programs, are listed on the RMIT Vietnam Intranet. An indication of total program fees, based on current fee levels, is available on the RMIT Vietnam web site.

5 Compulsory Non-academic Fees

5.1.1 University Facilities Fee

The University Facilities Fee is a contribution towards the overall University facilities including development, maintenance, and operation of open access sport and recreation facilities and activities. The University Facilities Fee is listed on the RMIT Vietnam Web Site and Intranet.

5.1.2 Medical Services Fee

Students enrolled in courses delivered during the day will pay the Medical Services Fee. The medical and health services provided include international standard emergency, first aid, and primary health care consultations with a qualified doctor, in addition to general health advice and education. The Medical Services Fee is listed on the RMIT Vietnam Web Site and Intranet.

5.1.3 Medical Insurance Fee

Decree 62/2009/ND-CP effective from 2010 establishes a compulsory medical insurance scheme for Vietnamese university students. It requires universities to collect the Medical Insurance Fee from Vietnamese students and pass that fee on to the Social Insurance Unit of the city in which the campus is located. More information is available at www.bhxhtphcm.gov.vn or www.bhxhhn.com.vn

5.1.4 Student Council Levy

The Student Council Levy is collected from students and passed on to the Student Council where it is used to fund the operations and activities of the Student Council, including its constituent clubs and societies. More information on the Student Council can be found on the RMIT Vietnam Intranet.

6 Administrative Fees and Charges

6.1 Printing Charges

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All newly enrolled students are provided an initial ₫50,000 printing credit. Once students have used up their initial credit, ₫100,000 top-ups can be purchased at the Student Services Helpdesk.
6.2 **Library Charges**

Library users who do not return items by the due date will be charged a fine based on how many days the item was overdue. Users with items one month overdue or damaged will be charged for replacement of the item. Users are not permitted to borrow from the Library until past fines have been paid.

**Fine for each day an item is overdue:** ₫5,000

**Replacement Fee = Cost of the item + Freight (₫150,000) + Administration fee (₫50,000)**

6.3 **Transcripts**

An official Statement of Completion, including a transcript of results and GPA's achieved, is provided to all graduates at the time of graduation. Prior to graduation, Official Transcripts must be ordered from RMIT Melbourne. Instructions and fees are available on the RMIT Melbourne web site:

[http://www.rmit.edu.au/browse/Current students/Administration/Awards/Transcripts/Obtain your transcript/](http://www.rmit.edu.au/browse/Current students/Administration/Awards/Transcripts/Obtain your transcript/)

An unofficial Statement of Results produced by RMIT Vietnam may be ordered from the Student Services Helpdesk. An Interim Statement of Completion may also be requested on completion of a program.

**Statement of Results:** ₫50,000

6.4 **Student ID Cards**

All students are provided a Student ID card at the beginning of their first semester. Replacement Student ID cards can be ordered from the Student Services Helpdesk. Should a student not have their Student ID Card with them and require temporary identification, for example to be able to enter an exam, a Temporary Student ID Certificate may be requested from the Student Services Helpdesk.

**Replacement Student ID Card:** ₫200,000

**Temporary Student ID Certificate:** ₫50,000

6.5 **Graduation Ceremony Fees**

The Graduation Ceremony Fee covers attendance at the graduation ceremony, and includes tickets for three additional guests. The fee is non-refundable except in special circumstances (See Section 13).

**Graduation Ceremony Fee:** ₫1,000,000

**Academic Gown Rental:** ₫400,000

**Academic Gown Refundable Deposit:** ₫1,000,000

**Additional Guest Tickets (if available):** ₫100,000
6.6 **External Examination Invigilation**

RMIT Vietnam is able to provide invigilation services to offshore universities who have a student who needs to do an exam in Vietnam. The fee covers the courier charges for returning the exam documents back to the host university.

**External Exam Invigilation Fee:** ₫2,000,000

6.7 **Late Fees and Admin Charges**

- **Late Enrolment Fee:** ₫2,000,000 Payable if enrolment formalities are not completed by the deadline specified in the Academic Calendar.

- **Late Enrolment Variation Fee:** ₫2,000,000 Payable if a student wishes to withdraw from a course or courses in weeks three to eight of the semester. Withdrawals after week 8 are not possible. One fee is charged per Enrolment Variation submitted. Each Enrolment Variation may include multiple additions and withdrawals.

- **English Course Withdrawal Admin Charge:** ₫1,000,000 Payable if a student wishes to withdraw from an English course prior to the course beginning, or in the first three days of the course.

- **Overdue payments:** Students whose fee payments are not made by the Census date will be required to pay late payment charges incorporating a ₫200,000 administration charge and ₫100,000 per day that the fees remain outstanding.

6.8 **Audio-Visual (AV) Equipment Loans and Studios**

- **Late Return of Loaned AV Equipment:** ₫100,000 for each two hours late up to a maximum of ₫1,000,000.

- **Loss or Damage to Loaned AV Equipment or Studios:** The borrower will be responsible for the full replacement cost of the equipment lost or damaged.

- **Abuse of AV Studios:** Food and drink are not to be taken into the AV Studios. Failure to comply may result in a fine of ₫100,000.

- **Booking Cancellations:** Bookings for AV Equipment or Studios may be cancelled up to 30 minutes before the start of the booking without penalty. Those who book equipment or studios and then don’t honor their booking are disadvantaging other students by limiting their access. Those who do not cancel their booking at least 30 minutes before the scheduled start of the booking may be fined ₫100,000.

6.9 **Textbook Rental**

Textbook rental fees are included in the Tuition Fees. The deadline for returning textbooks is close of business on the Friday of the last week of exams. Students having textbooks overdue for more than one week, or textbooks that are damaged, will be charged for replacement of the textbook. Students will not be issued new textbooks until past fines and replacement fees have been paid.

**Fine for each day a textbook is overdue:** ₫5,000

**Replacement Fee = Cost of the item + Freight (₪150.000) + Administration fee (₪50.000)**
7 Payment Methods

7.1 Saigon South Campus

7.1.1 Cash Deposit

At the Cashier (adjacent to Reception in Academic Building 2), 702 Nguyen Van Linh Blvd., District 7, HCMC

Cashier hours: Monday to Friday, from 8:00 to 12:00 & from 13:00 to 17:00.

(Note: If paying cash at the Cashier a cash handling fee of ₫360,000 will be charged for all Tuition Fee payments)

7.1.2 Bank Transfer

Account Name: RMIT INTERNATIONAL UNIVERSITY VIETNAM

Account No. (VND Account): 310179-9

Address: ANZ Bank (Vietnam) Ltd, 39 Le Duan Street, District 1, HCMC

SWIFT Code: ANZBVNVX472

7.1.3 Deposit at ANZ Bank

Pay at one of the ANZ Branches:

1. ANZ Kumho Branch
   Ground Floor – Kumho Asiana Plaza, 39 Le Duan Street, District 1, HCMC
2. Ground Floor - Me Linh Point Tower, 2 Ngo Duc Ke, District 1, HCMC
3. 047 My Hung, Nguyen Van Linh Street, District 7, HCMC
4. 86 Tan Da Street, Ward 11, District 5, HCMC
5. 65 Pham Ngoc Thach Street, Ward 7, District 3, HCMC

ANZ opening hours: Monday to Friday, from 8:00 to 17:00.

Please provide the following details on Deposit slip or the Telegraphic Transfer (TT) Application

1. Student name
2. Student ID
3. Program Code or Name of Program

7.1.4 Visa or Mastercard

Pay using a Visa or Mastercard at the Saigon South Campus Cashier, or at the ANZ Bank. Bank fees will be payable in addition to the invoiced amount.
7.2 Hanoi Campus

7.2.1 Cash Deposit
Pay by cash at HABUBANK or Vietcombank Ba Dinh

1. Habubank - Van Phuc Branch, 302 Kim Ma Street, Ba Dinh District, Hanoi
   Account Name: RMIT INTERNATIONAL UNIVERSITY VIETNAM – HANOI BRANCH
   Account No. (VND Account): 120.431100.000.002086

2. Vietcombank Ba Dinh – Handi Resco Building, 521 Kim Ma Street, Ba Dinh District, Hanoi
   Account Name: CHI NHANH DAL HOQ QUOC TE RMIT VIET NAM
   Account No. (VND Account): 06110001778878

7.2.2 Bank Transfer
Account Name: RMIT INTERNATIONAL UNIVERSITY VIETNAM-HANOI BRANCH
Account No. (VND Account): 3429695
Address: ANZ Bank Hanoi, 14 Le Thai To Street, Hanoi

7.2.3 Deposit at ANZ Bank
Pay at one of the ANZ Branches:
   1. 14 Le Thai To Street, Hanoi
   2. VIMECO Building, E9 Pham Hung Road, Trung Hoa Ward, Cau Giay Dist., Hanoi
   3. 102 Lot C, D5 Nguyen Phong Sac, Dich Vong Ward, Cau Giay Dist., Hanoi
ANZ opening hours: Monday to Friday, from 8:00 to 17:00.
Please provide the following details on Deposit slip or the Telegraphic Transfer (TT) Application
   1. Student name
   2. Student ID
   3. Program Code or Name of Program

7.2.4 Visa or Mastercard
Pay using a Visa or Mastercard at the ANZ Bank. Bank fees will be payable in addition to the invoiced amount.

7.3 Foreign Currency Transfers
Foreign currency transfers from within Vietnam will be converted to Vietnam Dong at the Buying exchange rate.

Foreign currency transfers from outside Vietnam can be made to RMIT Vietnam’s US$ account.
Please email RMITFinanceDepartment@rmit.edu.vn for the account details.
8 Higher Education Program Application Fees and Deposit

Prospective students applying for a Higher Education program (with or without English study at RMIT Vietnam) must pay a non-refundable Application Fee of $450,000.

Following approval of an application for entry into a Higher Education program, and prior to actual enrolment into that program, prospective students must pay a $10,000,000 non-refundable deposit on or prior to Enrolment Week, normally five (5) weeks before the beginning of the semester. Payment of the deposit will reserve a place in the selected diploma or degree program, as long as the program is being offered at the time the prospective student enrolls, and that academic and English entry conditions are met.

The deposit will only be refunded if a prospective student is given a Conditional Offer but fails to meet the conditions of that offer, or if the University cancels the intake into the program.

9 Payment of Higher Education Tuition Fees

9.1 Determining Tuition Fees Payable

A Higher Education (HE) program is defined as the Higher Education Diploma OR any undergraduate OR postgraduate Degree program offered by RMIT Vietnam.

Tuition fees for individual courses are published on the RMIT Vietnam Intranet. Using the program structures also available on the Intranet, students can determine the tuition fees payable in a particular semester or year, taking into account their planned course load.

Students who must repeat courses as a result of failing assessment requirements or because of a student discipline penalty are liable for the fees applicable in the semester in which they are repeating, on a per course basis. Students who take Leave of Absence during a program with the intention of resuming studies later are liable for the fees applicable when they resume studies.

Higher Education students in any Fee Group who cancel their studies at RMIT Vietnam, or who are excluded due to lack of academic progress, then apply for re-admission in a later semester, will be re-assigned to an appropriate Fee Group and charged the fees applicable at the time they resume studies, irrespective of the Fee Group they were in prior to canceling their studies.

9.2 Pre-payment of Tuition Fees

Fee Group 6 and 7 students may elect to pre-pay the next semester’s tuition fees. The next semester, or pre-paid semester, is the semester after the semester about to be invoiced. Courses in the pre-paid semester will be charged at the rate applicable in the semester in which the pre-payment was made. Pre-paying tuition fees provides a means to protect against tuition fee increases that may occur prior to the next semester being invoiced.
Students electing to pre-pay must submit a *pre-payment application* form to the Student Services Helpdesk prior to the end of week two of the semester in which they are prepaying. The cost of four courses will be added to the invoice generated at the beginning of week three. This pre-paid amount must be received by RMIT Vietnam prior to the deadline for tuition fee payments in the semester in which they are pre-paying.

If the pre-paid amount is received by RMIT Vietnam prior to the payment deadline, in the next semester – the pre-paid semester - the pre-paying student will be charged at the same rate as was applicable in the semester the pre-payment was made. Should a student not enroll in four courses in the pre-paid semester, a refund will be payable from week three of that semester.

If the pre-paid amount is not received by RMIT Vietnam prior to the payment deadline of the semester in which the pre-payment is being made, the tuition fees charged in the next semester will be the applicable fees for that semester irrespective of whether the pre-payment was subsequently received.

Example: In week 1 of semester 3 2013 a student submits a *pre-payment application* form requesting to pre-pay for semester 1 2014. In week 3 of semester 3 2013 the student will receive an invoice listing the courses and other fees applicable to semester 3 2013, and in addition, a pre-payment charge equivalent to the cost of 4 courses. The student pays all the fees by the semester 3 2013 fee payment deadline. In week 3 of semester 1 2014 the student will receive an invoice listing the course fees for the courses in which they are enrolled, charged at the same rate as was charged in the previous semester. The invoice will also indicate a credit balance, being the amount that was pre-paid in the previous semester. This credit balance will cover the cost of the semester 1 2014 enrolments.

### 9.3 Payment Deadlines

New or continuing students who do not complete enrolment formalities during or prior to the designated Enrolment Week will be charged a Late Enrolment Fee unless special approval for late enrolment has been obtained from the Academic Registrar (Vietnam) during or prior to Enrolment Week. The Late Enrolment Fee is specified in Section 6.7 – Late Fees and Admin Charges.

Pro forma invoices will be emailed to all students in the first week of each semester. These pro forma invoices will indicate the courses in which the student is enrolled, the fees associated with those courses, and other charges that are applicable. The *pro-forma invoices are for information purposes only and are not an official request for payment.*
Invoices for tuition fees and charges will be sent by email to all students, new and continuing, at the beginning of week 3 of the semester. See Section 15 - The Tuition Fee Invoice Explained, for more details about this invoice. Printed invoices will also be provided if requested. The deadline for payment of these invoices is Friday of week four of the semester, termed the Census Date. **All tuition fee payments by bank deposit or bank transfer need to be dated on or before the Census date.** Students whose fee payments are not made by the Census date will be required to pay late payment charges as detailed in Section 6.7 – Late Fees and Admin Charges.

Failure to pay all fees and charges by the Census date may result in enrolment being cancelled unless special consideration for late payment is approved by the Academic Registrar (Vietnam). If special consideration for late payment is approved, any fees, charges, or fines still outstanding at the end of the semester will result in withholding of results and blocking of further enrolments. If a student’s enrolment is cancelled due to non-payment of fees, the outstanding fees remain payable and must be paid before the student can re-apply for entry into RMIT Vietnam.

### 9.4 Issuance of a Tax Invoice

An official tax invoice will be issued in week 5 of the semester if the payment was made by the Census date. Students must notify the Finance and Accounting Department if they require the Tax Invoice to be made out to a specific company and tax code. Failure to provide alternative details for the Tax Invoice by the Census date will result in the student’s name and address being used. The Tax Invoice will specify the semester duration from the beginning date to the ending date (including the semester break duration).

### 9.5 Conditional Enrolments

Students whose enrolments are conditional upon meeting entrance requirements, confirmation of results, or meeting academic progression rules, must still complete enrolment formalities and pay fees by the published dates. Refunds will be issued as appropriate if students do not meet the conditions to continue in a program or must vary the number of courses studied as a condition for continued enrolment.

### 9.6 Special Consideration for Payment Deadlines

Students who cannot pay the tuition fee on time due to special circumstances such as ill health or a family crisis should notify the Academic Registrar (Vietnam) **prior to the Census Date.** Such cases will be considered and if special consideration is justified an extended payment deadline may be approved.
10 Higher Education Refunds Policy

The policy is in compliance with the Australian Vice-Chancellors’ Committee Guidelines for Fee Refunds published in February 2002 and to which RMIT University is a signatory.

There is no automatic right to a refund of fees if a student changes her/his mind about studying at RMIT Vietnam.

All applications for refunds must be on the Application for Refund form. Enrolled students must also submit an authorised Enrolment Variation, Leave of Absence, Cancellation, or Remission of Debt form, whichever is applicable. All forms are available on the Intranet, or can be obtained from Student Services.

10.1 Total Refunds

In the event that an offer of a place is withdrawn by the University or the University is unable to provide the course/s or program, all tuition fees paid are fully refundable unless the offer was made on the basis of incorrect information being supplied by the applicant/student. In such cases the University reserves the right to retain the tuition fee deposit as well as any cost incurred by the University's agent in recruiting the student.

A student who does not meet the conditions of the letter of offer for a place in a program will be eligible for a full refund if the fees were paid prior to the student knowing whether or not he/she met the conditions of offer.

A student who pays fees before exemptions for courses are granted by the University is entitled to a full refund for courses for which the student is exempt, or a transfer of the fees to another course or to the following semester.

A student in their second or subsequent semester who withdraws from a course or courses, or a program, prior to close of business on the Friday of the second week of the semester is entitled to a full refund of any prepaid tuition fees.

A student who fails to meet academic progression rules for Higher Education programs, or cannot progress due to a penalty imposed under Regulation 6.1.1 – Student Discipline, and who is thus not permitted to re-enrol, will be eligible for a refund of tuition fees if paid in advance of notification of exclusion. Compulsory Non-academic fees will be refunded to an excluded student unless the student gives notice that they will appeal the exclusion and as a result they remain enrolled in their courses beyond the Census date until the appeal is heard.

A notice of withdrawal due to special circumstances may be accepted as grounds for a total refund of tuition fees paid. (See Section 13 - Refund or Re-credit of Fees in Special Circumstances).
10.2 Partial refunds
Where a student withdraws from a course or courses, or a program, in week 3 or week 4 of the semester, the student will receive a full refund of any prepaid tuition fees for the semester, less a Late Enrolment Variation Fee, and less the ₫10,000,000 non-refundable deposit should the student be in their first semester.

The Late Enrolment Variation Fee is payable whether or not the tuition fees were prepaid. (See Section 6.7 – Late Fees and Admin Charges).

10.3 No Refunds
A student who withdraws from a course or courses, or a program, from week 4 to week 8 of the semester shall not be eligible for a Refund or Re-credit except in the case of the University approving a Refund or Re-credit in special circumstances. (See Section 13 - Refund or Re-credit of Fees in Special Circumstances). In cases not involving Special Circumstances, a Late Enrolment Variation Fee will be charged whether tuition fees were pre-paid or not. (See Section 6.7 – Late Fees and Admin Charges).

11 Payment of English Program Tuition Fees

11.1 Determining Tuition Fees Payable
An English program is defined as a sequence of one of more English courses (Levels 1 through 7).

Tuition fees for English courses are published on the RMIT Vietnam Web Site.

RMIT Vietnam reserves the right to alter English course fees without notice.

Students who must repeat a course as a result of failing assessment requirements or because of a student discipline penalty, are liable for the fees applicable at the time in which they are repeating, on a per course basis.

11.2 English Program Payment Deadlines
Course fees for students new to the English program are due at least two weeks prior to the start of the first English course undertaken. The payment deadline for subsequent English courses is on the Friday prior to the beginning of the new course.
Students whose enrolments are conditional upon meeting entrance requirements, confirmation of results, or meeting academic progression rules, must still complete enrolment formalities and pay fees by the published dates. Refunds will be issued as appropriate if students are either not able to continue in a program or must vary the number of courses studied because they do not meet the necessary entrance requirements.

11.3 Issuance of a Tax Invoice
An official tax invoice will be issued in week 3 of each English term. Students must notify the Finance and Accounting Department if they require the Tax Invoice to be made out to a specific company and tax code. Failure to provide alternative details for the Tax Invoice prior to the beginning of the English course will result in the student’s name and address being used. The Tax Invoice will specify the term duration from the beginning date to the ending date.

11.4 Special Consideration for Payment Deadlines
Students who cannot pay the tuition fee on time due to special circumstances such as ill health or a family crisis should notify the Academic Registrar (Vietnam) prior to the deadline for payment. Such cases will be considered and if special consideration is justified an extended payment deadline may be approved.

12 English Program Refunds Policy

12.1 Total Refunds
A student will receive a full refund if RMIT Vietnam is unable to proceed with the course on the date/s promised.

A student will receive a full refund less an administration fee (see Section 6.7 - Late Fees and Admin Charges) if the student notifies the University of his/her inability to attend on the nearest working day prior to the course starting.

12.2 Partial Refunds
A student who wishes to withdraw in the first three (3) days of a course will be offered a 50% refund, less an administration fee (see Section 6.7 - Late Fees and Admin Charges) OR he/she can take up a place in the next available course.

12.3 No Refunds
After the first three days of a course, only in special circumstances will the University consider paying a refund or applying the fees to a subsequent term. (See Section 13 – Refund or Re-credit of Fees in Special Circumstances).
13 Refund or Re-credit of Fees in Special Circumstances

Students who withdraw from a program or course after the Census date due to special circumstances, or who have been prevented from completing or withdrawing from a course due to special circumstances, can apply to have the fees for the program or course refunded or re-credited to their account for use in a subsequent semester, subject to the provision of acceptable documentary evidence in support of the application.

13.1 Evaluation of Applications

Each application for Refund or Re-credit of Fees in Special Circumstances will be examined and determined on its merits. For an application to be successful it must be able to demonstrate, with independent supporting documentation (a self-supporting statement is not sufficient evidence), that:

1. due to special circumstances, the applicant was unable to complete the requirements of the course(s), i.e. the applicant was unable to:
   - undertake the necessary private study required, attend sufficient lectures or tutorials, or meet other compulsory course requirements; or
   - complete the required assessable work or sit the required examinations; or
   - complete any other course requirements because of an inability to meet the above three criteria; AND

2. those special circumstances did not make their full impact until on or after the census date, i.e. the applicant’s circumstances occurred:
   - before the census date, but worsened after that day; or
   - before the census date, but the full effect or magnitude did not become apparent until on or after that day, or
   - on or after the census date; AND

3. those special circumstances were beyond the applicant’s control, i.e. a situation occurs that a reasonable person would consider is not due to the person’s action or inaction, either direct or indirect, and for which the person is not responsible. This situation must be unusual, uncommon or abnormal.

Note: A lack of knowledge or understanding of the University’s rules and regulations is not considered to be beyond a person’s control.

13.2 What are Special Circumstances?

Special circumstances may include:

Medical reasons

The applicant will need to provide an impact assessment statement (part of the application form), completed by a medical/health practitioner, together with supporting documentation of their condition, to substantiate their claim/s. This statement should demonstrate:

- the date the medical condition began or changed
- how the condition affected their ability to study, and
- when it became apparent that they could not continue with their studies.
Family/personal reasons
The applicant will need to provide a statement from a doctor, psychologist, counsellor or independent member of the community (e.g. a Justice of the Peace) to demonstrate:

- the date their personal circumstances began or changed
- how their circumstances affected their ability to study, and
- when it became apparent they could not continue their studies.

Employment related reasons
The applicant will need to provide a statement from their employer, together with supporting evidence, to demonstrate:

- their previous work hours and location
- their current work hours and location and the date these were changed
- the reason for changed hours and location.

These reasons must demonstrate that, after the census date, the applicant’s employment status or arrangements changed unexpectedly due to circumstances beyond their control, and they were unable to complete their studies. Choosing to increase the hours of work or undertake additional employment is not regarded as circumstances beyond their control.

13.3 Refund or Re-credit
Generally a refund of fees due to special circumstances will only be provided if the applicant is clearly unable to continue with their studies for the foreseeable future. In all other successful cases fees will be re-credited and applied to an enrolment for the same course(s) in a subsequent semester. Compulsory Non-academic fees will not be refunded or re-credited if the student ceases their studies after the Census date.

14 Appeals Process
A student has the right to appeal a decision on the Refund or Re-credit of fees if the student believes that the University has not honored the Refunds Policy as stated in this document, or not all of the relevant information has been taken into account.

Students may appeal a decision by writing to the University Appeals Committee of RMIT Vietnam. The appeal letter should be submitted to the Academic Registrar (Vietnam). Students have the right to make a personal representation to the University Appeals Committee after the written appeal is submitted.
15 The Tuition Fee Invoice Explained

The following is a typical Tuition Fee Invoice. Text in square brackets [] will be replaced with actual data.

Dear [Student],

The following are your tuition fee details for [Year, Semester].

IMPORTANT: IF YOU, YOUR PARENTS, OR YOUR EMPLOYER, NEED A PRINTED INVOICE, PLEASE REQUEST ONE FROM THE STUDENT SERVICES HELPDESK.

Invoice ID: [Invoice ID]
Date: [YYYY-MM-DD]

[Student Name] [Student ID]
[Student Address]

Program: [Program Code]  Campus: [Campus Code]  Fee Group: [Fee Group Code]

<table>
<thead>
<tr>
<th>Item Code</th>
<th>Item Type</th>
<th>Description</th>
<th>Unit Cost</th>
<th>Line Total</th>
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<tbody>
<tr>
<td>[Course Code 1]</td>
<td>ENROL</td>
<td>[Course Name 1]</td>
<td>VND [Unit Cost]</td>
<td>VND [Line Total]</td>
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<tr>
<td>[Course Code 2]</td>
<td>ENROL</td>
<td>[Course Name 2]</td>
<td>VND [Unit Cost]</td>
<td>VND [Line Total]</td>
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<td>[Course Code 3]</td>
<td>ENROL</td>
<td>[Course Name 3]</td>
<td>VND [Unit Cost]</td>
<td>VND [Line Total]</td>
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<tr>
<td>UFF</td>
<td></td>
<td>University Facilities Fee</td>
<td>VND [UFF]</td>
<td>VND [UFF]</td>
</tr>
<tr>
<td>MEDICAL</td>
<td></td>
<td>Medical Services Fee</td>
<td>VND [Med Fee]</td>
<td>VND [Med Fee]</td>
</tr>
<tr>
<td>MEDINS</td>
<td></td>
<td>National Medical Insurance</td>
<td>VND [Nat Ins Fee]</td>
<td>VND [Nat Ins Fee]</td>
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<tr>
<td>SCLEVY</td>
<td></td>
<td>Student Council Levy</td>
<td>VND [SC Levy]</td>
<td>VND [SC Levy]</td>
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Invoice Total: VND [Total of the Line Total Column]
Balance Outstanding as at [DD/MM/YYYY]: VND [Previous Unpaid Charges]
Total Payable: VND [Invoice Total plus Previous Unpaid Charges]

If your course details listed above, or your address, are not correct, please visit the Student Services Helpdesk and explain the problem.

The deadline for payment of fees for this semester is the end of week 4 [Actual Date].

For your convenience, we suggest that you pay your tuition fees by depositing cash into RMIT Vietnam’s account at an ANZ bank branch, or by transferring the tuition fees to that account. Any tuition fee payments made in cash to the Saigon South campus cashier will incur a VND360,000 cash handling fee.
16 Addenda and Corrigenda

The changes recorded below have been incorporated into the main document. The original version of the document, prior to these changes, is available from the Academic Registrar's Office.

<table>
<thead>
<tr>
<th>Date of approval of change</th>
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