

INTERNATIONAL STUDENT DISCOUNT POLICY AND PROCEDURE



CONTENTS

1	PURPOSE.....	1
2	SCOPE.....	1
3	POLICY STATEMENT	1
4	PROCEDURE	2
	Development and implementation	2
	Eligibility	2
	Promotion.....	3
	Payment.....	3
	Refunds.....	3
	Ongoing eligibility.....	3
5	RESPONSIBILITIES	3
	Compliance, monitoring and review.....	3
	Records management.....	3
6	DEFINITIONS	3
7	RELATED LEGISLATION AND DOCUMENTS	3
8	FEEDBACK.....	4
9	APPROVAL AND REVIEW DETAILS.....	4

1 PURPOSE

- 1.1 This policy and procedure outlines the process for managing and administering the International student tuition fee discounts at CQUniversity.

2 SCOPE

- 2.1 This policy and procedure applies to discounts administered to international students.
- 2.2 This policy and procedure does not apply to scholarships:
- awarded to international students by the Commonwealth (Australia Awards) or other external funding bodies,
 - for domestic students, or
 - administered through the Research Division.

3 POLICY STATEMENT

- 3.1 International student discounts provide financial assistance to international students at CQUniversity Australia. These support the strategic directions of the University by:
- encouraging participation of students from targeted equity backgrounds into higher education by providing them with financial assistance
 - promoting excellence
 - supporting recruitment, promoting a discipline or attracting specific talent
 - building brand awareness and enhancing the University's reputation

- supporting the University's engagement mission by connecting community and industry with the University and its students, and
- redressing entrenched and historical disadvantage, under-representation and marginalisation of people.

4 PROCEDURE

- 4.1 International student discounts will be available to new international students who meet the academic criteria and are undertaking on-campus study at the University. These will be awarded at the discretion of the University as per approved processes to those students who meet the required criteria.
- 4.2 Business areas will collaborate to seamlessly establish, select, award and manage the discount processes and monitor student academic progress, where required.

Development and implementation

- 4.3 The Vice-President (Student Success) will develop and implement international student discount initiatives to support student acquisition in key program areas, markets, regions, student cohorts and other growth areas.
- 4.4 The International Directorate will:
- develop and operationalise administrative processes for each discount initiative, including application processes, and ensuring all key student management systems are updated with correct information and notifying students of the outcomes and terms and conditions through their Letters of Offer and Confirmations of Enrolment. Student documentation may refer to discounts as a scholarship
 - ensure applications are administered in accordance with the [Privacy Policy and Procedure](#)
 - administer discounts within the scope of this policy and procedure, and
 - operate as a point of contact for discount initiatives enquiries from prospective students.
- 4.5 The discount initiative terms and conditions, set as part of the offer, will outline the study mode, eligibility criteria, course enrolled, tuition costs and fees, details of the discount the student will be paid and visa conditions.
- 4.6 A discount award will discontinue if the student:
- has overdue tuition fees and/or outstanding debts
 - where the student is cancelled for non-satisfactory academic progress, or
 - graduates from their nominated course, cancels their enrolment, or has their enrolment cancelled at the University (including as a result of misconduct).
- 4.7 A discount arrangement may be withdrawn with 10 days' written notice, should the recipient breach any of the terms and conditions.
- 4.8 The terms and conditions may be changed at any time. The University will provide 20 working days' written notice of any changes to current recipients.

Eligibility

- 4.9 Discount initiatives will be available to international students applying for vocational, undergraduate or postgraduate coursework, and research studies, including English packaged with full academic degree courses.
- 4.10 Approved discount initiatives will be available to international students new to the University – it is not generally available to students who are currently studying at the University. Exceptions may be granted based on compelling academic or social needs adequately presented and endorsed by the Vice-Chancellor and President. Students who successfully complete their studies and wish to progress to the next [Australian Qualifications Framework](#) (AQF) level will be eligible for a discount initiative.
- 4.11 The academic minimum overall grade shall be set by the Vice-President (Student Success).

4.12 Discounts are not available in conjunction with any other University scholarship.

Promotion

4.13 Promotional and marketing activities shall be developed and implemented by the International Directorate in accordance with the [Marketing and Branding Policy and Procedure](#).

Payment

4.14 The Chief Operating Officer will apply the relevant percentage of a discount to the successful recipient's tuition fees for each commencing intake.

Refunds

4.15 Refund amounts payable to international students shall be assessed and managed as per the [Student Refund and Credit Balance Policy and Procedure](#),

Ongoing eligibility

4.16 The Chief Operating Officer will monitor ongoing eligibility of continuing discount initiative recipients. Where a recipient is in breach of the ongoing requirements of their awarded discount, the Chief Operating Officer will determine the appropriate outcome for the student and advise appropriate stakeholders.

5 RESPONSIBILITIES

Compliance, monitoring and review

5.1 The Vice-President (Student Success) and International Directorate are responsible for implementing, monitoring, reviewing and ensuring compliance with this policy and procedure.

Records management

- 5.2 The International Directorate will maintain an accurate and current record of international discount initiative applicants. The Finance Directorate will maintain accurate and current records on the discount awarded.
- 5.3 Employees must manage records in accordance with the [Records Management Policy and Procedure](#). This includes retaining these records in a recognised University recordkeeping information system.
- 5.4 University records must be retained for the minimum periods specified in the relevant [Retention and Disposal Schedule](#). Before disposing of any records, approval must be sought from the Records and Privacy Team (email records@cqu.edu.au).

6 DEFINITIONS

6.1 Terms not defined in this document may be in the University [glossary](#).

7 RELATED LEGISLATION AND DOCUMENTS

[Fee Waiver and Reversal Policy and Procedure](#)

[Higher Education Support Act 2003](#) (Cwlth)

International Admissions Scholarship Job Aids

[International Student Scholarship Terms and Conditions](#)

[Marketing and Branding Policy and Procedure](#)

[Privacy Policy and Procedure](#)

[Student Academic Integrity Policy and Procedure](#)

[Student Behavioural Misconduct Procedure](#)

8 FEEDBACK

8.1 Feedback about this document can be emailed to policy@cqu.edu.au.

9 APPROVAL AND REVIEW DETAILS

Approval and Review	Details
Approval Authority	Vice-Chancellor and President
Delegated Approval Authority	N/A
Advisory Committee	University Management Committee
Required Consultation	N/A
Administrator	Vice-President (Student Success)
Next Review Date	20/04/2024

Approval and Amendment History	Details
Original Approval Authority and Date	Vice-Chancellor and President 20/04/2021
Amendment Authority and Date	Editorial amendment 28/04/2021; Editorial amendment 03/01/2023
Notes	