

24 May 2021

QUT Student Number: 11153954
(Please quote this number in all correspondence)

Miss Sreetama SENGUPTA
C/- Overseas Educational Services
#112, First Floor, Barton Centre, M.G.Road,
Bangalore Karnataka 560001
INDIA

Dear Miss Sreetama SENGUPTA

Your application to study at *Queensland University of Technology (QUT)* has been successful and we are pleased to offer you the following study program:

- KC88 Master of Digital Communication

Details of your study program are listed on the following pages.

The **Important Information** page provides important information about studying at QUT.

The **Accepting your offer** page provides information to assist you with accepting your offer.

Congratulations on choosing QUT to further your education.



Vice-President (Administration) and University Registrar

Course Details

Course:	<u>KC88 Master of Digital Communication</u>
CRICOS course code:	099302A
Campus:	Kelvin Grove
Study mode:	Full-time - Internal
Commencement intake:	Semester 2, 2021 (SEM-2-2021)
Course start:	26 July 2021
Expected completion:	30 June 2023
Duration:	2 years
Study period duration:	4 study periods
Study period tuition fees (indicative):	AUD\$15,150.00
Annual fees (indicative):	AUD\$30,300.00

Conditions

To finalise your acceptance in the above study program you must satisfy the following conditions and requirements:

- A copy of the award certificate or completion certificate of your Bachelor of Arts undertaken at University of Calcutta awarded in the third division or higher

Course Information

Please review the details of your course including [course requirements](#) on QUT's website.

Important Information

Course Fees

The Tuition Fees detailed in this letter are indicative fees for a standard full time Study Period. The actual tuition fees that you will be charged will be based on your unit enrolment and the published fees for that year. Tuition fees are reviewed and indexed annually. Please note some units may incur additional costs for non-tuition fee items such as uniforms, equipment or participation in course related activities.

Please ensure that you have read QUT's fee and refund policy. A copy is included with this letter.

ESOS

International student visa holders have specific rights under the Education Services for Overseas Students (ESOS) Act 2000 and National Code 2018. Further information is available from the Australian government website.

Overseas Student Health Cover

It is a student visa requirement that you have Overseas Student Health Cover for the duration of your visa. You cannot apply for a student visa without having health insurance in place.

If you intend to study on a non-student visa, please ensure you have adequate health insurance that meets the conditions of your visa.

Financial Capacity

You are required to have access to sufficient funds to cover the full cost of your stay in Australia for the duration of your studies. Full cost includes tuition fees, study costs and living expenses. Please refer to the following QUT websites for more information to help you estimate your full study costs and the cost of living in Brisbane.

Your Offer

This offer replaces any preceding offers you may have been issued. If you defer your commencement to a future date, your eligibility will be re-assessed against the entry requirements for new commencement dates.

For students studying onshore this offer is made based on you obtaining a visa or maintaining your current visa. If your visa changes you must notify QUT.

Appeals and Reviews

QUT is committed to promoting a harmonious and fair environment for study, research and learning. Our student grievance resolution procedures outline the processes and contacts for different types of grievances, including our independent Student Ombudsman service. Students who are dissatisfied by the University's management of a grievance may apply to external agencies, such as the Queensland Ombudsman, for an external review.

This offer, and the availability of complaints and appeals processes in University rules, policies and procedures, does not remove your rights to take action under the Australian Consumer Law.

Study Period and Course Dates

The Course Start date included in the offer letter are anticipated dates at the time this offer was issued. For the latest information on course start dates, including teaching duration, please visit the Academic Calendar.

Getting Prepared

To help you to Get Prepared, information is available regarding arrival in Brisbane, airport reception and accommodation, orientation and support services offered by QUT.

A compulsory Orientation Program is held prior to your class commencement where you will learn about the university and its services, prepare yourself for tertiary study and determine your enrolment program.

Currently studying in Australia

If you currently hold an Australian student visa and are seeking to transfer to QUT, you need to follow the transfer procedures and policies of your education provider. You must submit evidence your provider has released you to study at QUT when you accept this offer, if your transfer to QUT is within your education providers' restricted period.

Accepting Your Offer

Conditional Offer

The conditions on your first Course Details page must be satisfied before you can accept your offer.

When do I need to accept my offer by?

Check our [key dates](#) to find out when you need to accept your offer. Your offer will lapse after this date.

Sponsorships

If you are obtaining a non-QUT scholarship or sponsorship for your studies, please provide a copy of your Financial guarantee or scholarship letter from your sponsoring organisation. Financial guarantees must be on official letterhead addressed to QUT, and must include:

- the student's full name
- the course or courses for which the sponsorship is approved
- the duration of the sponsorship
- whether Overseas Student Health Cover is included.

Acceptance Payment

Your Acceptance Payment includes the following charges. We will provide information about how to pay after you have met all conditions stated in this letter.

Total Acceptance amount:	AUD\$16,549.85
Deposit for KC88 Master of Digital Communication:	AUD\$15,150.00

Overseas Student Health Cover

Total Acceptance OSHC to pay:	AUD\$1,399.85
--------------------------------------	---------------

QUT is arranging the following OSHC for you with Medibank Private:

OSHC type:	Single
OSHC Start Date:	12-Jul-2021
OSHC End Date:	30-Aug-2023
OSHC months:	26 months

Overseas Student Health Cover premiums are quoted based on 2021 rates. The premium is valid for payments received before 31 March 2022. New premium rates will apply after this date.

International Student Refund Policy

Date: November 2019

Version 3.0

1. OVERVIEW

- 1.1. This policy outlines QUT's principles and guidelines for international student refunds.
- 1.2. This policy complies with the Education Services for Overseas Students (ESOS) Act 2000.
- 1.3. In accordance with QUT policy E7.1 & 'Student Fees and Charges', International students are required to pay tuition fees. An international student is defined as a student who is not:
 - a citizen of Australia or New Zealand; or
 - an Australian permanent visa holder.

2. REFUNDS

English Language Courses (including Packages)

- 2.1 English language courses include all General English, English for Academic Purposes and University Certificates in Tertiary Preparation Programs
- 2.2 A student who withdraws from an English language course, including those withdrawing due to their failure to meet the offer/progression conditions of the next course in their pathway:
 - before the first day of classes for the teaching period will be charged a cancellation fee of \$5,000 or the total deposit amount paid (whichever is the lower);
 - on or after the first day of classes for the teaching period, will be charged 100% of the tuition fees for that teaching period and a cancellation fee of \$5,000.

Courses other than English Language Courses

- 2.3 A student who withdraws from any course other than an English language course, including those withdrawing due to their failure to meet the offer/progression conditions of the next course in their pathway:
 - before or on the census date of the teaching period will be charged a cancellation fee of \$5,000;
 - after the census date of the teaching period, will be charged 100% of the tuition fees for that teaching period and a cancellation fee of \$5,000.

Special Circumstances

- 2.4 A student who withdraws from a course and accepts a new offer to study at QUT, within twelve months of the course withdrawal date, will be exempt from the cancellation fee. A cancellation fee may be reversed and used towards the deposit of accepting a new offer to study at QUT within 12 months of the course withdrawal date.
- 2.5 A continuing student who withdraws from their course after completing 48 credit points, or six months full-time (or equivalent pro rata) for research time based students, of a foundation program, diploma or degree course will be exempt from the cancellation fee.
- 2.6 A student may apply with their refund application to have the cancellation fee reduced to \$500 if they can provide independent, certified evidence of:
 - a student visa refusal; or
 - unexpected serious illness or other compassionate grounds, such as death in the immediate family; or
 - unexpected political, civil or natural events which would compromise their ability to commence or continue with their study.
- 2.7 A student who withdraws from a QUT Online course is exempt from the cancellation fee.
- 2.8 A sponsor who pays for a student's fees through a financial guarantee or sponsorship arrangement with QUT will be exempt from the cancellation fee.
- 2.9 A student who is provided with conditional acceptance and a conditional Confirmation of Enrolment and subsequently does not meet the conditions will be exempt from the cancellation fee.
- 2.10 A student may apply for withdrawal without financial penalty in special circumstances for tuition fees by submitting an application in accordance with the instructions contained on the QUT website.

3. OFFER WITHDRAWN BY QUT

- 3.1 If an offer of a place is withdrawn by QUT on the basis of incorrect or incomplete information supplied by the applicant/student, QUT reserves the right to charge a cancellation fee of \$5,000 or the total deposit amount paid (whichever is the lower).

4. SPONSORED STUDENTS

- 4.1 Sponsored students fees are subject to the fee and refund conditions contained in this policy.
- 4.2 QUT will charge sponsors directly for each study period in which the sponsored student is enrolled and for which there is a valid financial guarantee or sponsorship agreement.
- 4.3 The sponsored student will be liable for any tuition fees for which there is no valid financial guarantee or sponsorship agreement or if the sponsor does not pay fees to QUT by the due date. In these circumstances, sponsored students will be subject to the same conditions for non-payment of fees in accordance with clause 7 of the International Student Fee Policy.

5. REQUEST TO TRANSFER

5.1 Students approved to transfer to another education provider are subject to the fee and refund conditions contained in this policy

6. EXCLUSION

- 6.1 The following conditions will apply to students who are excluded from their course for academic performance or misconduct:
- If the event that led the exclusion occurred before the census date of the teaching period, the student will be eligible for a full refund of tuition fees for that teaching period and all future teaching periods;
 - If the event that led to the exclusion occurred after census date of the teaching period, the student will be charged a retention fee of 100% of the tuition fees for that teaching period

7. AUSTRALIAN PERMANENT RESIDENCY

- 7.1 If Australian Permanent Resident status is obtained before the Census date of the teaching period in which the student is enrolled, they will be considered for a Commonwealth Supported Place or full fee paying domestic place in the same course subject to availability of places, course quotas and the fulfilling the requirements stated in clause 6.2.
- 7.2 Students must provide original/certified documentary evidence of their Australian Permanent Resident status (visa date stamp in passport) and pay fees up front by the census date for the teaching period. Students who are offered a Commonwealth Supported Place must also complete a Request for Commonwealth Assistance form by the census date of their first teaching period.
- 7.3 If a student fails to successfully complete all necessary requirements detailed in clause 6.2 by the Census date of the teaching period, they will remain an international student liable for international student tuition fees for that teaching period.

8. PROVIDER DEFAULT

- 8.1 In the unlikely event that QUT is unable to deliver a course as offered, the deposit and any other tuition fees paid by student for that course will be refunded in full within 14 days after the agreed starting day of the course or within 14 days after the notification that the course is no longer offered.
- 8.2 In the unlikely event that QUT is unable to fulfil its obligations in 8.1, the Tuition Protection Service (TPS) will assist the student in finding an alternative course or get a refund from QUT. TPS (tps.gov.au) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study.

9. PAYMENT OF REFUNDS

- 9.1 Requests for tuition fee refunds must be submitted on the appropriate refund application form together with ant relevant supporting documentation.
- 9.2 Refunds are paid in Australian dollars to the source account from which the student's original payment was made.
- 9.3 Refunds will be paid within 28 days of receipt of a complete refund application with all required supporting documentation.
- 9.4 Students who have paid extra fees may keep the credit balance in their account to offset tuition fees payable for the next teaching period.
- 9.5 English language students with package offers who meet the English language entry score for their principal course at QUT but who have paid for more English language classes, can have the unused portion of their tuition fees credited towards their principal course.
- 9.6 Where a student is no longer studying at QUT, has a credit balance on their account, has no future enrolment or future valid offer and has not requested a refund, QUT will attempt to refund the balance to the source account from which the student's original payment was made within six months after the end of the student's last enrolled teaching period.

Sponsored Students

- 9.7 Refunds relating to payments made by sponsors on behalf of sponsored students will be returned to the sponsoring body.

Overseas Student Health Cover

- 9.8 Requests for refunds of Overseas Student Health Cover (OSHC) by onshore students must be made directly to the student's OSHC provider. Offshore students and sponsored students should contact QUT for OSHC refund requests.

10. REVIEW PROCESS

- 10.1 If a student is not satisfied with the outcome of a University decision made under this policy, the review process described in QUT's policy E/9.2 Grievance Resolution procedure for Student Related Grievances will apply. In the first instance, an appeal of a decision under this policy, should be directed to the Director, Student Business Services. If the student is still not satisfied with the outcome the student should contact the Student Ombudsman.
- 10.2 This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.

Acceptance Terms & Conditions

1. I declare that I am a genuine student who intends to obtain a successful educational outcome by undertaking this course at QUT.
2. I declare that the information provided in my application, acceptance of offer form and supporting documentation is correct and complete. I understand that the University Registrar reserves the right to withdraw my admission or terminate my enrolment where false or misleading information has been provided, or where QUT has reason to believe that I am not a genuine student or genuine temporary entrant.
3. I declare that I have access to sufficient funds to cover the full cost of my stay in Australia for the duration of my studies. I understand that full cost includes tuition fees, study costs and living expenses (including dependents).
4. I understand that I must meet my financial commitments in a timely manner in order to continue my studies at QUT. I understand that there is no obligation on QUT or the Australian Government to help me if I require financial assistance and that non-payment of my tuition fees to QUT will result in cancellation of my enrolment.
5. I understand that after I have admitted to QUT all official communication will be sent to my student email account. I must ensure that I regularly monitor my student email account for important messages from QUT.
6. I have read and understood QUT Course progress policy and procedures available at:
<https://qutvirtual4.qut.edu.au/group/student/study/grades-reviews-and-academic-issues/international-students-course-progress>
7. I am not an Australian citizen or Permanent Resident, or citizen of New Zealand, nor hold an Australian Permanent Humanitarian Visa, and will advise the Manager, Admissions immediately in writing if I gain Australian Permanent Resident status, New Zealand citizenship or an Australian Permanent Humanitarian visa.
8. I understand that I am required to advise QUT of my address, mobile number (if any), email address (if any) and emergency contact details in Australia within 7 days of my arrival, and that I must update my personal contact and/or emergency contact details if they change at any time during my enrolment, within 7 days of the change.
9. I will abide by the conditions of my visa for studying in Australia, and where I am granted a student visa, I will undertake to maintain my Overseas Student Health Cover (OSHC) for the duration of my visa and understand that by paying my OSHC to QUT, this payment and my details will be forwarded to Medibank Private. I therefore agree to enter into and be subject to the terms and conditions of the Medibank OSHC policy. I can access this policy at www.medibank.com.au
10. I authorise QUT to check details of my migration status (study and/or work entitlements) with the Australian Government.
11. I have read and understand QUT's International Student Fee and Refund Policy and I agree to abide by the attached policy.
12. I will abide by the QUT policies and procedures available at <http://www.mopp.qut.edu.au>.
13. I understand that QUT collects personal information for admission and enrolment purposes and that any information I provide to QUT may be made available to Commonwealth and State Government agencies (eg. for the allocation of a CHESSN). All personal information collected by QUT is managed in accordance with the QUT Information Privacy Policy. I have noted how QUT manages students' personal information, and practices for disclosure, which can be found at <https://www.qut.edu.au/additional/privacy/student-privacy-at-qut>
14. In addition to the disclosure practices described there, I hereby consent to disclosure by QUT of my personal information to other external agencies such as hospitals, law enforcement agencies, court officers and similar, where necessary to enable QUT to provide student welfare services to me. I further consent to external agencies providing my personal information, including health information, to staff of QUT's International Student Services unit to enable QUT to provide student welfare services to me.
15. I acknowledge and agree that QUT may release personal information pertaining to my application, enrolment, and academic results to my registered education agent and/or home institution where an agreed articulation arrangement exists with QUT.
16. Additional declaration for sponsored/scholarship students only:
 - a) I authorise QUT to release any information relating to my studies to my sponsor/scholarship provider (or authorised representative) including academic monitoring and progression status.
 - b) I understand that I am not permitted to change my course at QUT without receiving prior written approval from my sponsor/scholarship provider (or authorised representative).
 - c) I understand that if I am a sponsored student and my sponsor/scholarship provider declines to make payment, I will be personally liable for payment of tuition fees in accordance with the tuition fee policy.