

# Monash University Website Terms and Conditions

Monash Online India is a partnership between Monash University and AVENU Learning LLC for the delivery of a suite of postgraduate courses. Monash University is one of the world's top universities with 86,000 students across multiple international locations. Learn more about [Monash University](#).

Monash Online students graduate with a Monash University qualification.

## GENERAL TERMS

Use of Monash University education services constitutes acceptance of the Terms and Conditions (the "Terms"). In its sole discretion, Monash University (the "University") reserves the right to revise the Terms at any time. Revisions to the Terms will be effective immediately upon posting. In the case of substantial changes to the Terms, the University will take reasonable steps to notify students of them. In any case, continued use of the services after the publication of such changes, with or without prior notice, constitutes binding acceptance of the revised Terms.

## PRIVACY POLICY

Visit [monash.edu/privacy-monash](https://monash.edu/privacy-monash) to read Monash University's Data Protection and Privacy Procedure.

If you have any questions or concerns about how your personal data is being collected through Monash websites, please visit the University's [Data Protection and Privacy Office website](#) or contact the University's Data Protection and Privacy Office by email [dataprotectionofficer@monash.edu](mailto:dataprotectionofficer@monash.edu).

## ACADEMIC POLICY

Visit [monash.edu/policy-bank/home](https://monash.edu/policy-bank/home) to view the complete list of Monash University's academic policies.

## CONTENT TERMS

Monash University reserves the right to adjust the online program study plans at any time. Monash University reserves the right to increase or reduce the number of course specialisations offered at any time. In the rare event that a chosen specialisation cannot be offered in the desired timeframe or must be discontinued, students can choose another specialisation or pause their studies until their preferred specialisation is offered. The University will inform the students about any changes to be made and specify the alternative curriculum, if necessary.

## TERMS OF PAYMENT

Monash University is an accredited Australian institution offering online postgraduate courses to learners in India, therefore all prices are shown in Indian rupees (INR), unless otherwise noted.

Payments (whether a monthly plan, full payment in advance, or other available methods) must be made as required prior to the first day of class for the course in which the student has registered.

In addition to tuition, students are responsible for paying any applicable fees, including graduation fees. Monash University strives to keep these costs as reasonable as possible for its students.

To maximize security, Monash University does not store credit card details; only external payment providers do.

Course prices are subject to change at any time without prior notice. The payment options and promotions available to students can also change at any time. Visit the [My Monash Online India student portal](#) to find the updated payment options for your country.

## FULL TUITION PAYMENTS

Students who pay full price for a unit or package of units are not eligible to apply for new discounts on previous purchases. They can select discounts or promotions for future courses, if available.

## PROMOTIONAL OR DISCOUNTED PAYMENTS

Promotional offers and discounts are available for a limited period only. Promotions and discounts cannot be combined; Only one promotion or discount can be applied to a purchase. See the specific promotion for details, such as requirements and availability.

Students who drop out of more than 3 units will be considered as withdrawn from the course and, in the case of retaking units, they will have lost their right to any previous promotion or discount price. Students will have to wait and choose a new promotion, if available, when they resume classes.

In the case of students who accept the promotion of a course with free registration, they will only be able to continue with their academic work after making the required payments. Note: Tuition-free units are limited-time offerings and availability is not guaranteed for each academic term or for each program offered by Monash University.

## REFUND POLICY

Undergraduate and graduate programs:

- Purchases of discounted packages (whether paid in installments or not) are not refundable.
- Purchases of promotional offers (such as “buy one unit, get one free”) are not refundable.
- Purchases of full-price course packages are eligible for a refund according to the conditions below.

## CASES FOR TOTAL REFUNDS

- A total refund can be awarded in the case of withdrawals (of any kind) between day 1 and day 7 from the beginning of the academic period:
  - Students are eligible for a 100% refund of their payments for that unit and any other unit they have taken.
  - The amount of the refund will be equal to the amount paid for the unit. For example, if the full payment of the unit was made, the refund will be that amount; if a fee was paid, that fee amount will be refunded.
  - If the student paid for multiple units, 100% of the unit payments will be refunded for each unit.
- All eligible refunds will be granted within 30 business days from the official withdrawal date from the course.
- Qualifying reimbursements will be granted in the payment method of the original purchase unless the payment was made in cash. Refunds on cash transactions will be given in the form of a prepaid debit card that will be sent by email to the registered email address.

## CASES FOR NO REFUNDS

- In the case of withdrawals (of any kind) that take place from the 7th day of the academic period, no refund will be granted for these current units.
  - If the student has paid for multiple units, 100% of the unit payments will be refunded for the other units.
- All eligible refunds will be granted within 30 business days from the official withdrawal date from the program.
- Qualifying reimbursements will be granted in the payment method of the original purchase unless the payment was made in cash. Refunds on cash transactions will be given in the form of a prepaid debit card that will be sent by email to the registered email address.

## REFERRAL PROGRAM

All students currently enrolled in a Monash online course in India are eligible for the Student Referral Program, in which they can earn up to \$150 USD in online vouchers for referring new students to one of Monash’s online postgraduate courses offered in India. Eligibility for the Student Referral Program ends when a student completes their online course with Monash, which includes graduation and course withdrawal.

Students who wish to participate in the Student Referral Program should notify their Monash online academic adviser or contact [students@onlineindia.monash.edu](mailto:students@onlineindia.monash.edu), providing the name of the student they wish to refer to a Monash online course.

Online gift vouchers for the relevant amount (worth \$150 USD for postgraduate course student referrals) will be sent to the referring student (the student who provided the referral) once the referred student (the new student) has paid for their first set of course fees and completes the first week of their first subject. There is no limit to the number of referrals a Monash online student can make.

## IMPORTANT INFORMATION

- Consideration may be given to refunding unit fees that a student has paid for the courses in which they are currently enrolled.
- Consideration may be given to making a refund of payments for future units in which a student is not yet enrolled.
- No refund will be made for units a student has completed or in which they have previously enrolled.
- Current promotions or discounts offered cannot be applied to past units or units in which the student is enrolled. Adjustments will not be considered in these cases.
- The University does not issue refunds to students who request them due to concerns regarding academic level.

## LIABILITY DISCLAIMERS

- Access to and use of the site and its content are exclusively for the student's academic development. Monash University will not have any liability for the use of third parties or use outside of the scope of the present.
- Monash University reserves the right to suggest sites, secondary sites, or off-site materials insofar as they are of interest to the students. Monash University is not responsible in any way for said sites or materials, as well as the reason students access or use them.
- In the event there is a discrepancy regarding the interpretation or compliance of the Terms and Conditions of Payment, students submit to applicable laws and competent courts of their respective home countries.
- Monash University and AVENU Learning LLC are educational institutions based in Australia and the United States and therefore are not under the supervision of the Ministry of Education or any other local educational affairs authority, other than those located in Australia or the United States. They are not subject to any regulations related to educational matters and do not have the right or authorization to grant official educational degrees under any law other than that which can operate in Australia and the United States.
- All courses offered by Monash University and AVENU Learning LLC subject to these Terms are completely online.