

General Terms and Conditions governing the use of the VWU's online services and participation in courses and examinations at the VWU – Version dated 24 August 2026

Please note that this English translation is for information purposes only and that the German version is the only legally binding version.

The university course “University Preparation Programme of the Vienna Universities (VWU)” is organised by OeAD-GmbH – Agency for Education and Internationalisation (OeAD-GmbH), Ebendorferstraße 7, A-1010 Vienna, as the legal entity, in cooperation with six Viennese universities (University of Vienna, Vienna University of Technology, Vienna University of Economics and Business, University of Natural Resources and Life Sciences Vienna, Medical University of Vienna, University of Veterinary Medicine Vienna).

The core institution of the VWU, which is organised by OeAD-GmbH, runs the VWU Student Portal, administers all students of the university course, offers preparatory courses for the supplementary examinations and holds the supplementary examinations.

To ensure sufficient courses for preparation for the supplementary examination in German (EPD), OeAD-GmbH has concluded contracts with three further institutions (= ‘cooperation partners’) to run such preparatory courses:

- the Language Centre of the University of Vienna, the Innovation Centre University of Vienna GmbH,
- ‘die Berater’ Unternehmensberatungs GmbH,
- ZIB Training GmbH.

If you have any questions, please always contact the VWU Programme Office at Sechshauser Straße 33A, A-1150 Vienna, Tel. +43 (1) 319 99 91, vwu@vwu.at .

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The sections I, III and IV apply to all students of the university course VWU.

Section II (course registration and attendance) does only apply to students who attend the core institution (OeAD-GmbH). For students which attend courses at the cooperation partners, the General Terms and Conditions of the relevant cooperation partner apply.

These terms and conditions governing the use of the VWU Student Portal and participation in courses and examinations at the VWU are subject to change. The changed terms and conditions shall then apply to all steps and activities following the publication of the changed terms and conditions on the VWU Student Portal.

I. VWU Student Portal

1. Pre-registration at VWU

Pre-registration at VWU takes place within the announced pre-registration period via the VWU Student Portal. When registering or signing up for a German course for the first time, you will also need to take a placement test. As part of the registration process (either when taking the placement test or upon individual request), it is necessary to attend the VWU in person.

During the pre-registration you must present your letter of admission as well as proof of identity and nationality in the form of an official photo ID (e.g. passport); where applicable, asylum status must also be proven by means of a corresponding document. Signing up to courses and to supplementary examinations is only possible if the documents provided clearly verify the student's identity and other details.

Once pre-registration has been successfully completed and the uploaded documents have been verified, students will receive an invitation from the VWU via the VWU Student Portal to enrol either at the VWU's core institution (via the VWU Student Portal) or with the cooperation partners (directly with a cooperation partner). There is no entitlement to courses with a specific course provider.

Students may only enrol on courses or supplementary examinations for the subjects specified in their letter of admission. The pre-registration confirmation is not yet a binding confirmation of enrolment!

2. Updating personal details and accessing messages on the VWU Student Portal

Students must ensure that their personal details, in particular their contact details, are kept up to date at all times on the student portal. Students must therefore enter any changes to their personal details into the student portal without delay.

Exception: Any change to your email address must be notified immediately by email to vwu@vwu.at.

Students must also notify their university (or in case of several admissions their universities) of these changes themselves.

If such a change to personal details is not made in the VWU Student Portal or the changed email address is not notified to the VWU, all communications from the VWU

sent to the email address last provided by the student shall be deemed to have been duly delivered.

Students are also obliged to check the VWU Student Portal immediately for new messages after they have been notified by email (whereupon the message is deemed to have been delivered).

3. Applications for a 5th or 6th semester at the VWU

Applications for a 5th or 6th semester at the VWU may only be submitted within the deadline specified on the VWU website.

Please note that, concerning third-country nationals, the immigration authorities decide independently whether the residence permit will be extended for a fifth or sixth semester.

II. Course enrolment and attendance

This section only applies to students **at the core institution** of VWU.

1. Deadlines

Enrolment in courses of the core institution can only take place within the deadlines published on the VWU website.

2. Binding confirmation of enrolment

For the enrolment in courses of the VWU, students must therefore pre-register via the VWU Student Portal and – depending on the prescribed examinations – pass a placement test. During the enrolment process they must also pay the course fee.

Only the confirmation of enrolment confirms the enrolment in a binding way for both sides. It will be issued by the VWU once enrolment and payment have been made successfully and can be accessed via the VWU Student Portal.

The confirmation of pre-registration on the VWU Student Portal is not a confirmation about the successful enrolment for courses!

3. Allocation to individual courses

Allocation to the courses takes place, following verification of the enrolment requirements by the core institution of VWU, in the order in which fully completed enrolments are received; for German and English courses, this is only after a placement test has been taken (only for first-time enrolment or re-enrolment following a break from studies at the VWU). The date of the placement test is provided during the pre-registration or enrolment process; if several dates are available, the student may select one.

The order of enrolments is determined solely by the time at which all required details and documents have been submitted correctly and in full via the VWU Student Portal

and the enrolment process (including the payment of the course fee) has been successfully finished.

If a student has registered at the VWU and subsequently deleted this registration himself, it is no longer possible to register again (for the same semester).

4. Payment of the course fee

The amount of the course fee and the conditions for eligibility for the reduced fee can be found in the announcement by the VWU Commission on the website or on the official dashboard at the VWU.

The prescribed course fee must be paid via the VWU Student Portal upon each enrolment at the core institution. In the event of any doubt regarding the success of a payment or upon request, students must provide a proof of payment by means of a clear payment receipt.

Students must bear the costs of deposits, bank transfers and refunds themselves where necessary.

It is not possible to pay the course fee in several instalments. It is not possible to attend a course without paying the course fee first.

Payments or bank transfers made without having duly enrolled for a course via the VWU Student Portal within the specified time limit, do not entitle the student to a place at the course.

5. Contribution towards photocopying costs, excursions, compulsory attendance

The course fee does not include the cost of teaching materials. Students must purchase the books required for the course themselves at their own expense. Where applicable, a contribution to photocopying costs may be charged for materials distributed during the course.

A contribution to the cost of field trips may also be charged during the course.

In the course levels AN, AV and EV (see the information on the VWU website at www.vwu.at), a minimum attendance rate of 70% is required in order not to lose entitlement to the reduced course fee in subsequent semesters. Within each German course module (beginners' module with course levels AN/AV/EV or advanced module with course levels FG/WF), a course may be attended a maximum of two times at the reduced course fee.

6. Course times and locations

Course times and locations will be announced at the start of the courses. There is no entitlement to attend a course at the core institution; the VWU may (particularly for capacity or efficiency reasons) assign students to attend German courses at partner institutions.

Courses at the core institution generally take place from Monday to Friday between 8.00 am and 6.00 pm.

The planned number of teaching lessons will be delivered through a combination of face-to-face teaching, online teaching and guided self-study. The VWU reserves the right to switch entirely to online teaching should this be necessary due to official orders and/or recommendations to protect public health. The VWU also reserves the right to make partial changes to the format and arrangements of teaching (in particular the balance between face-to-face and online teaching) during the semester, due to administrative requirements or pedagogical reasons.

It is not possible that students select specific course days, specific course times or specific course teachers. However, immediately following the announcement of the course timetable, justified requests for changes (particularly relating to childcare) may be submitted; these will be considered subject to availability and pedagogical aspects.

Students are responsible for ensuring they have the appropriate technical equipment to attend the course (e.g. a stable internet connection of sufficient quality for online teaching, a PC or laptop, a webcam and a headset). Simply using a smartphone is not sufficient to follow the (online) lessons properly and effectively.

No further legal claims, in particular no reduction or refund of the course fee, may be made on the basis of the changes to teaching arrangements described above. Also the changes to teaching arrangements described above cannot be regarded as reasons for applying for an additional semester in accordance with Section 5(2) of the VWU Statutes.

7. Cancellation of course single lessons

Despite careful planning and due to unforeseen circumstances (e.g. the illness of a teacher), it may happen that single lessons may be cancelled. The VWU will, where possible, give timely notice of this and do its best to offer alternative lessons (either jointly with other courses or taught by a different teacher). No claims may be made arising from the cancellation of single lessons.

8. Prohibition on the distribution of teaching materials and on taking photographs or filming

The teaching materials, copies, tests and other documents distributed during the courses must not be passed on to third parties, published or reproduced.

9. Prohibition on photography and filming

Photography and filming at the core institution itself or during excursions outside the VWU is permitted only with the express consent of the relevant teacher and all other persons depicted.

The use of SmartGlasses or other technical devices that transmit or record lessons or examinations via image and/or sound (even if only partially) is prohibited.

Recording online lessons is not permitted.

10. Acceptance of the House Rules

By registering for a course, students accept and undertake to comply with the VWU's house rules, which are displayed at the VWU and available on the VWU website (<http://www.vwu.at>).

In the event of several or serious breaches of the house rules, students may be excluded from VWU courses; a ban from the VWU premises/buildings is also possible. Both measures may be imposed permanent or temporary. No entitlement to a refund of the course fee, the examination fee or any other fees paid (e.g. photocopying charges) arises as a result of such measures, which are imposed on the basis of the house rules.

11. Issuing of certificates of attendance

For submission to immigration authorities, the VWU will, upon request, issue a certificate of attendance confirming regular course attendance and successful completion to students at the end of the relevant semester.

12. Cancellation Policy (only valid for the core institution)

Cancellation or any refund of the payment made is only possible in the cases set out in this section and must be applied for via the VWU Student Portal.

When cancelling their enrolment, students may be required to

- return any certificates issued by the VWU,
- provide proof of deregistration from the university – please note that it may take several days for the university to issue a confirmation of deregistration. The documents must therefore be requested at the university in good time to meet the specified deadlines,
- provide proof of deregistration from the student insurance scheme with the public health insurance fund.

The deadlines and conditions described below also apply if attendance at the course is/was not possible due to the late receipt of a visa or a residence permit. The expiry of the right of residence in Austria is also expressly not considered a reason for a refund of the course fee.

12.1 Cancellation of course enrolment

Cancellation of course enrolment is permitted within 14 days after receiving the confirmation of enrolment (see Section II, point 2) under the Distance and Off-Premises Sales Act (FAGG) without giving reasons.

Cancellation of course enrolment and (partial) refund of the course fee at a later date is only possible for the following reasons:

12.2 Cancellation due to supplementary examinations already successfully passed

Cancellation of course enrolment is possible provided that all required supplementary examinations have been successfully passed by the start of the course.

A refund is conditional upon the successful completion of all supplementary examinations specified in the admission letter on the basis of which the course enrolment at the VWU took place. The student must also provide evidence of proper enrolment in the degree programme of the submitted admission letter or, for waiting semesters, of attendance at individual modules at the university.

If a student cancels the enrolment in these cases **before** the course begins, the full course fee paid will be refunded without deduction of an administration fee.

In the event of cancelling the enrolment **after** the course has started, the following applies with regard to the amount of the refund:

- September session: If the examination(s) in September are passed, the full course fee paid for the winter semester will be refunded if cancellation is made by 31 October at the latest. From 1 November onwards, cancellation or a refund for the current semester is no longer possible.
- November session: If you pass the exam(s) in November, no refund will be given in the event of cancellation the enrolment.
- January session: If you pass the exam(s) in January, the full course fee paid for the summer semester will be refunded if cancellation is made by 31 March at the latest. From 1 April, it is no longer possible to cancel the enrolment or receive a refund.
- March session: If you pass the exam(s) in March, the course fee paid for the summer semester will be refunded if you cancel your enrolment by 15 April at the latest less the pro rata course fee for the month of March.
- April session: If you pass the exam(s) in April, no refund will be given if you cancel the enrolment.
- June session: If you pass the exam(s) in June, no refund will be given if you cancel the enrolment.

12.3 Cancelling the enrolment due to the cancellation of one or more supplementary examinations or due to a change of degree programme (and the resulting change to the prescribed subjects in the notification)

A refund is only possible in the winter semester if cancelling is made by 31 October at the latest, or in the summer semester if cancellation is made by 15 April at the latest, and is subject to students providing proof of proper enrolment on the degree programme or for individual modules.

A processing fee of 10 per cent, or, where applicable, a pro rata share based on the number of months of teaching that have commenced since the start of the course, will be deducted from the fully paid course fee to be refunded.

12.4 Deregistration from excursions

Separate cancellation conditions apply to the deregistrations from excursions, which are communicated at the time of registration for the excursion.

III. Supplementary examinations

1. Registration for supplementary examinations and payment of examination fees

Registration for supplementary examinations takes place via the VWU Student Portal.

When registering, students must pay the currently applicable examination fee online (see Section IV, point 3). In addition, a valid form of identification ID and a valid letter of admission (or a corresponding letter) from one of the six Viennese universities mentioned above must be uploaded via the VWU Student Portal. It is not necessary to upload these documents if the student has already uploaded them to the VWU Student Portal as part of the course registration and enrolment process.

A new registration is required for each examination sitting. It is not possible to select examiners when registering for supplementary examinations. The examination timetable and results will be communicated via the VWU Student Portal.

2. Dates and examination periods

The dates and examination periods for supplementary examinations are published on the VWU website.

3. Proof of payment of the examination fee(s)

Proof of payment is provided in general via the VWU Student Portal.

In case of doubt, it is the student's responsibility to provide proof of payment by means of a clear payment confirmation (in particular a bank statement or bank transfer confirmation).

4. Prohibition on taking photographs and filming; prohibition on the use of smart glasses and other technical equipment

Taking photographs and filming during the examinations is not permitted.

The use of smart glasses or other technical equipment which transmit or record the examination proceedings or examination materials via image and/or sound (even partially), or which enable communication with persons outside the examination, is prohibited.

5. Deregistration from supplementary examinations

Deregistration from supplementary examinations can only take place up to the deadline published on the VWU website.

If a student deregisters from supplementary examinations before the specified deadline, the examination fee paid will be credited towards a future examination or refunded via the payment method used to pay the fee.

IV. General provisions for all VWU students

The following provisions apply to all VWU students, regardless of whether they are attending a preparatory course.

1. Online payments for the course fee at the core institution and for the examination fees

Course fees and examination fees must be paid via online payment using the student's account during the relevant enrolment/registering process on the VWU Student Portal. Subject to technical availability, payment can be made by credit card, eps online bank transfer or via Google Pay or Apple Pay.

For all the payment methods mentioned, the VWU points out that students' personal data will necessarily be transferred to third parties and processed by them (for details, see the OeAD-GmbH privacy policy regarding the VWU). However, payment data will not be disclosed beyond this. Students must therefore take care to protect their own payment data.

Payment by credit card

VISA and MasterCard are accepted for payment by credit card. Students' card details, as well as the data strictly necessary for technical processing, fraud prevention and statutory verification, are disclosed exclusively to the payment provider, but not to OeAD-GmbH or the VWU.

Payment via eps online bank transfer:

To pay via eps online bank transfer, students are redirected within the system to their bank, to which all data relevant to the transfer process is transmitted. This data is also disclosed to the payment provider, VIVEUM Zahlungssysteme GmbH, and to the beneficiary bank Unicredit Bank Austria AG.

Payment via Google Pay or Apple Pay

When students pay using one of these services, the relevant wallet app records their payment details. Instead of the credit or debit card number, an encrypted, device-specific payment token is transmitted to our payment gateway (Viveum) and settled via our acquirer PayOne. Google and Apple process the data as independent data controllers in order to secure the transaction and prevent fraud.

2. Disclaimer

OeAD-GmbH, as the legal entity responsible for the VWU, accepts no liability for the loss of students' personal belongings at the VWU core institution or at a cooperation partner or at excursions, including in the event of theft. Students must therefore take care of their own personal valuables!

3. Data processing

The full privacy policy is displayed on noticeboards at the VWU and can be found at <http://www.vwu.at>.

Where notices containing personal data are displayed on the VWU premises, these are published without the person's name, using only their student number.

4. Document forgery, impersonation

The forgery of documents (admission letters, examination certificates, certificates of attendance, etc.) will be reported to the police/court without exception. Also the impersonation of another person, particularly during examinations, will be prosecuted.

5. Applicable law, jurisdiction

For the General Terms and Conditions governing the use of the VWU's online services and participation in courses and examinations at the VWU Austrian law shall apply exclusively.

With regard to the applicable study regulations, the VWU Statutes adopted by the six Viennese universities as well as to the statutes and examination regulations of the host university is applicable.

In the event of any disputes arising from these General Terms and Conditions of Use, the competent court in Vienna is hereby agreed as the place of jurisdiction.

6. Severability clause

In the event that any provisions of these General Terms and Conditions of Use are or become invalid, this shall not affect the validity of the remaining provisions or of any enrolments carried out on the basis thereof. The invalid part of a provision shall be replaced by a valid provision that most closely approximates its meaning and economic purpose.

7. Cancellation Policy in accordance with the Distance and Off-Premises Sales Act (FAGG)

a. Information on exercising the right of cancelling the enrolment

Under the FAGG, students have the right to cancel their enrolment to courses from the contract within 14 days from the date of receipt of the confirmation of enrolment without giving any reason.

If you cancel your course enrolment, you must also deregister from the university.

To exercise the right of cancel, students must use the cancelling option in the VWU Student Portal or notify the VWU at

University Preparation Programme of the Vienna Universities (VWU)
Sechshauer Straße 33A, 1150 Vienna
Tel. +43 (1) 3199991-0
Fax +43 (1) 3199991-70
Email: vwu@vwu.at

by means of a clear statement (e.g. a letter sent by post, fax or email) of your decision to cancel your enrolment. You may use the model cancelling form attached below, although this is not mandatory.

To meet the cancelling deadline, it is sufficient for you to send your notification of exercising your right of cancelling before the cancelling period expires.

b. Consequences of cancelling

If students cancel their enrolment, the VWU shall refund all payments received without delay and at the latest within 14 days of the date on which the VWU received notification of the cancelling of enrolment. This refund will be made using the same payment method as that used for the original transaction, unless expressly agreed otherwise; under no circumstances will any fees be charged for this refund.

If the course has already commenced during the cancelling period, students must pay the VWU a reasonable amount corresponding to the proportion of the course that has already taken place up to the time of cancelling, compared to the total duration of the course.

c. Model cancelling form

To exercise the right of cancelling, the students may use the following text, completed with the student's details, may be sent to the VWU:

To

University Preparation Programme of the Vienna Universities (VWU)

Sechshauer Straße 33A, 1150 Vienna

Fax +43 (1) 3199991-70

Email: vwu@vwu.at

I/we (*) hereby cancel the enrolment made by me/us (*)

- for the following course(s): ...

- enrolled on ...

- Name of the student: ...

- Student's address: ...

- Student's signature (only for paper notifications): ...

- Date: ...

(*) Delete as appropriate.