

ISP Refund Request Form

ISP Refund Policy

- This form must be read in conjunction with the International Student Program (ISP) Refund Policy which can be found under *Brochures and Forms* at www.study.vic.gov.au.
- Please contact the Department of Education's (DE) International Education Division (IED) via the contact details below if you have any questions about the [ISP Refund Policy](#) or this form.

How to complete this form

- Please ensure that you carefully complete and check this form and provide the required documentary evidence, as outlined in the [Refund Criteria Table](#), to assist in avoiding delays or refund denial.
- Parts A, B and D of this form must be completed.
- Part C of this form must only be completed if you are applying for a refund under compassionate or compelling circumstances.
- This form must be completed by the person/s who signed the written agreement when accepting an offer to study at a Victorian government school.
- This form must be completed in English and submitted in a typed format to ensure that details can be read.
- This completed form, and the necessary documentary evidence, should be submitted to isfinancerefunds@education.vic.gov.au.

Factors that can contribute to refund delays or denial

The following factors can contribute to your refund request being delayed or denied: Failure to:

- complete this form correctly
- complete the form in a typed format
- provide valid banking details
- provide the appropriate documentary evidence to support your refund circumstances.

Refund outcomes

- DE (IED) will advise of the outcome of any refund request in writing and pay any refund due within 4 weeks for students holding a subclass 500 Student – Schools visa subject to the *Education Services for Overseas Student Act 2000* (Cth) (ESOS) (Standard and Study Abroad students), and within 12 weeks for students on other visa categories from the date of receiving this completed form and all necessary supporting documents. The exception is in cases of provider default, where any refund due will be paid within 14 days of receiving this form and all necessary supporting documents.

Refund progress enquiries

- Enquiries about the progress of a refund can be made to the Finance and Business Support Unit, DE (IED), by emailing isfinancerefunds@education.vic.gov.au or by calling + 61 3 7022 1000.
- Given the high volume of refunds being processed, each enquiry redirects DE (IED) staff from processing refunds to responding to refund enquiries. Please consider the above timeframes before making an enquiry.

Information management

- Information provided in this form will comply with the [ISP Refund Policy](#) and [ISP Record Keeping Procedural Guidelines](#), which incorporate appropriate data and records management legislative requirements such as *Privacy and Data Protection Act 2014* (Vic) and *Public Records Act 1973* (Vic).

Part A: Student details (must be completed)

Student details

1	Student first name	<input type="text"/>
2	Student last name	<input type="text"/>
3	Student ID number	<input type="text"/>
4	School	<input type="text"/>

Name of applicant

The applicant must be the parent or legal guardian only.

5	Title	<input type="text"/>
6	First name	<input type="text"/>
7	Last name	<input type="text"/>
8	Relationship to student	<input type="text"/>

Email

The refund outcome will be emailed to the email address held on file for the parent(s) or legal guardian(s). If any additional parties should receive a copy of the refund outcome, provide the email address here.

9	Additional email	<input type="text"/>
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Refund payee

Please note that refunds are paid to parents, legal guardians or sponsors as recorded in the student's Letter of Offer. Please indicate who should receive this refund.

10	Refund payee	<input type="text"/>
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Payment method

Please select one refund option only below.

- | | | | |
|----|--------------------------|--------------------------|--|
| 11 | Payment within Australia | <input type="checkbox"/> | Electronic fund transfer |
| 12 | International payment | <input type="checkbox"/> | Telegraphic transfer (only available for refunds outside of Australia) |

Refund payee details

13	First name / organisation	<input type="text"/>
14	Last name	<input type="text"/>
15	Street address	<input type="text"/>
16	Suburb/town	<input type="text"/>
17	Province/state	<input type="text"/>
18	Country	<input type="text"/>
19	Postcode / zip code	<input type="text"/>
20	Home / work phone number (including area code)	<input type="text"/>
21	Mobile phone number (including area code)	<input type="text"/>
22	Email address	<input type="text"/>

Refund payee bank details

24	Account holder name	<input type="text"/>
25	Bank name	<input type="text"/>
26	Bank address	<input type="text"/>
27	Branch number (BSB)	<input type="text"/>
28	Account number	<input type="text"/>
29	Swift code (international payments)	<input type="text"/>
30	IBAN number (If applicable for international payments)	<input type="text"/>
31	IFSC code (India payments only)	<input type="text"/>

Part B: Circumstances (must be completed)

Refund criteria table

Tick applicable	Circumstance	Evidence required	Pre-commencement refund due	Post-commencement refund due
<input type="checkbox"/>	Student has received a Confirmation of Enrolment (CoE) or Confirmation of Placement (COP) but is refused a visa to enter Australia, or guardian is refused a visa if student is under 15 years old	Letter of visa refusal from the Department of Home Affairs (DHA)	Full refund of all fees paid less 5 per cent of the total fees received (excl. health cover) or \$500, whichever is the lesser amount (as required)	Not applicable
<input type="checkbox"/>	Student is studying under a Temporary student ID while waiting for their visa to be granted under a different ID, and the visa is refused	Letter of visa refusal from the Department of Home Affairs (DHA)	Not applicable	Refund of all unused tuition fees paid calculated from the end of the week of withdrawal less 5 per cent of the remaining fees received (excl. health cover) or \$500, whichever is the lesser amount (as required)
<input type="checkbox"/>	Student cancels any time after commencing and does not have an appropriate written agreement in place	Completed withdrawal form from the parent(s) / legal guardian(s)	Not applicable	Refund of all unused tuition fees paid calculated from the end of the week of cancellation
<input type="checkbox"/>	Student receives a fee-exempt visa	Visa grant letter from DHA, AND DE (IED) change of enrolment status letter	Full refund of tuition fees paid	Refund of unused tuition fees paid calculated from the end of the week the visa change was granted
<input type="checkbox"/>	Student has overpaid the amount they owe to DE (IED) and the family does not owe any other outstanding fees to the ISP	None	Full refund of excess payment	Full refund of excess payment
Student default circumstances				
<input type="checkbox"/>	Student withdraws any time during the Semester after commencing	Completed withdrawal form from the parent(s) / legal guardian(s), AND	Not applicable	No refund for current Term. Refund of any future Term's tuition Term's fees paid less \$500 refund administration fee
<input type="checkbox"/>	Student withdraws between Semesters after commencing	if an ESOS student transferring to another Australian educational institution, a copy of CoE/offer letter from a CRICOS registered provider that accepts appropriate accommodation and welfare responsibility for under 18 students, OR returning home, a copy of the flight ticket		Refund of any future tuition fees paid less \$500 refund administration fee
<input type="checkbox"/>	Student withdraws application for any reason or fails to commence.	DE (IED) letter/email confirming cancellation of enrolment	Full refund of tuition fees paid less \$500 refund administrative fee	Not applicable
<input type="checkbox"/>	DHA cancels the student's visa for any reason, other than provider default	Letter of cancellation from DHA	Full refund of tuition fees paid less \$500 refund administration fee	No refund for current Term. Refund of any future Term's tuition fees paid less \$500 refund administration fee
<input type="checkbox"/>	DE (IED) cancels student's enrolment due to breaching DE's Attendance or Course Progress Policies, or behaviour responsibilities outlined in the written agreement	Letter of cancellation from DE (IED)	Full refund of tuition fees paid less \$500 refund administrative fee	No refund for current Term. Refund of any future Term's tuition fees paid less \$500 refund administration fee
Provider default circumstances				
<input type="checkbox"/>	DE (IED) cancels the student's enrolment before the start of a course due to provider default and the student has not already cancelled their enrolment	Letter of cancellation from DE (IED)	Full refund of all fees paid	Not applicable
<input type="checkbox"/>	DE is unable to continue to deliver the program once the student has commenced due to provider default and the student has not already withdrawn	Letter of cancellation from DE (IED)	Not applicable	Refund of all unused tuition fees paid calculated from the end of the week of cancellation

Part C: Compassionate or compelling circumstances (only complete if applicable)

If you do not satisfy the criteria listed in the [Refund Criteria Table](#) and you wish to apply for a refund under compassionate or compelling circumstances, as described in the compassionate or compelling circumstances section of the [ISP Refund Policy](#), please indicate this by ticking the box here and provide details of your circumstances below.

I wish to apply for a refund under compassionate or compelling circumstances

The circumstances described above must be substantiated through supporting documentation. If your circumstances are based on a medical issue, evidence must be from a registered medical practitioner based in Australia.

Part D: Declaration (must be completed)

To obtain a refund, all relevant supporting documents must be submitted to DE (IED).

I declare that I have completed and provided all required information and the information that I have provided in this application is true and correct (please tick as acknowledgement that you have read and understood the requirements):

- I have read and understand the information disclosed in the [ISP Refund Policy](#) (please contact DE (IED) if you have any questions about this policy)
- I have completed all necessary sections of this form
- I have completed the compassionate or compelling circumstances section of the form, if applicable
- I have attached all the supporting documents required to process this refund request.

31 Parent / legal guardian name

32 Parent / legal guardian signature

Please note that the signature must match the signature provided on the signed Letter of Offer.

33 Date

Document maintenance

Manager, Finance and Business Support Unit
International Education Division
Email: isfinancerefunds@education.vic.gov.au
Phone: + 61 3 7022 1000