

## STUDENT REFUND REQUEST FORM

### How to complete this form

- To minimise errors, refund applications must be typed. Handwritten forms will not be accepted.
- This form is an editable pdf form so you can complete it on your computer, save it and then print it to sign and scan.
- This form must be completed by a parent or legal guardian only.
- This form must be completed in English.
- Please scan your completed form, along with any supporting documentation, and return via email to: [international@edumail.vic.gov.au](mailto:international@edumail.vic.gov.au).

### Refund Policy

- This refund policy applies to the following students required to enrol in the International Student Program (ISP):
  - Standard overseas students seeking to enrol or previously enrolled
  - Full fee dependant overseas students seeking to enrol or previously enrolled
  - Study abroad overseas students seeking to enrol or previously enrolled
  - Temporary overseas students who arrived in Australia on visitor visas and were granted bridging visas to await the outcome of another visa application, except if they have applied for a 500 student visa.
- Temporary students who do not hold a bridging visa are not eligible for a refund under this policy.
- IED deducts a \$500 refund administration fee for processing refunds in certain circumstances. The [Refund Criteria Table](#) outlines which circumstances attract this fee. Where the \$500 refund administration fee is payable and the refund amount due is calculated at \$500 or less prior to charging the refund administration fee, no refund will be paid to the claimant.
- The following fees are not refundable:
  - Application Fee
  - Enrolment Amendment Fee
  - Accommodation Placement Fee
  - Arrival Support Fee
  - School Transfer Fee
  - Default Administration Fee.
- The exceptions are when a student is refused a visa to enter Australia or in the case of provider default prior to student commencement.
- For students leaving the International Student Program or transferring to another non-Victorian government provider, no refund will be paid until the student has withdrawn from the program by completing and submitting the [Withdrawal Form](#) and ceased studying. The Withdrawal Form can be found under *Brochures and Forms* at [www.study.vic.gov.au](http://www.study.vic.gov.au).

- Fees for services paid to DET-Accredited Education Agents (agents) by families are not covered by the Student Refund Policy.
- Where homestay fees have been paid in advance and the student does not commence living at the homestay, the fees will be refunded in full. Once the student commences living at the homestay, the student is required to pay homestay fees two weeks in advance. Where a student who has commenced living at the homestay decides to leave, unused homestay fees will be refunded where two weeks' notice is provided and if the student has not caused any damage to property. Please contact the school directly about a refund of these fees.
- In the unlikely event that DET defaults and the course of study is no longer available, and the student has pre-paid the course, DET may offer the student a place in an alternative course at DET's expense. If the alternative course is not accepted by the student and they prefer a refund, a refund will be paid within 14 days from receipt of a completed copy of this form and all necessary supporting documents.
- Additionally, the Tuition Protection Service (TPS) is an Australian Government initiative to assist overseas students whose education providers are unable to fully deliver their course of study. The TPS ensures that overseas students are able to complete their studies in another course or with another education provider, or receive a refund of their refund of unspent tuition fees. For more information see the [TPS website](#).
- DET will advise of the outcome of any refund request in writing and pay any refund due within 4 weeks of receiving a completed copy of this 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 the completed Refund Request Form and all necessary supporting documents.
- Failure to provide appropriate details or documentary evidence with a refund request may result in your refund being delayed.
- Refunds are paid to parents or legal guardians. Upon instruction from the parents or legal guardians in this form, refunds will be paid to students (if over 18 years of age) or agents.
- All government sponsored students (scholarship holders) will have their refund paid to their sponsor, where IED has knowledge of the sponsorship. Where government sponsored students are seeking asylum or protection in Australia, IED will not release their details to the sponsoring government.
- Refunds are paid by telegraphic transfer or electronic bank transfer.
- All refunds are paid in Australian dollars and DET is not responsible for any foreign exchange losses.
- DET may, in its discretion, amend this refund policy at any time and without notice. If DET amends this refund policy, all refund applications made on or after the date of the amendment will be assessed under the amended policy. DET's online [Refund Request Form](#) outlines the prevailing policy.

## Refund of Overseas Student Health Cover

- Standard, full fee dependant and study abroad overseas students studying in Australia are required to have overseas student health cover (OSHC). When enrolling in the ISP, overseas students can opt to have DET organise their OSHC through Medibank Private.
- Where you have elected for DET to organise your OSHC through Medibank Private, and the student withdraws their enrolment prior to the scheduled course commencement date, the OSHC fee will be included in the DET refund calculation if DET has not already transferred the fee to Medibank Private. DET's refund outcome letter will advise you if the OSHC fee has been transferred to Medibank Private.
- Where you have elected for DET to organise your OSHC through Medibank Private, and the student has not commenced, or the student has not commenced but the fee has already been transferred to Medibank Private, you should contact Medibank Private by calling +61 3 9862 1095 or via email at [oshc@medibank.com.au](mailto:oshc@medibank.com.au) regarding your OSHC refund.
- If you have elected to use another healthcare provider for your OSHC needs, you should contact your provider directly with any queries regarding OSHC refunds.

## Refund Progress Enquiries

- Please check the refund timeframes provided in the [Refund Criteria Table](#) before enquiring about the progress of your refund.
- Enquiries about your refund progress can be made to the Finance Team, IED, by emailing [isfinance@edumail.vic.gov.au](mailto:isfinance@edumail.vic.gov.au) or by calling +61 3 9637 2990.
- Please note, your phone call will not be answered directly but you are able to leave a message about your refund on the message service. The message service is checked once a day from Monday to Friday, excluding public holidays.

## Appealing a Refund Decision

- If you are dissatisfied with the outcome of your refund request you have 28 days to lodge an appeal from the date you receive written notification from DET of the refund decision.
- Your appeal application must set out the reasons for requesting a review of the decision. The application and any supporting documentation should provide enough detail for the reviewer to make an informed decision regarding the request for review. Each request for review will be considered on its merits in conjunction with any supporting documentation provided.
- IED prefers that you complete and submit the [Appeal Form](#) available under *Brochures and Forms* on the [www.study.vic.gov.au](http://www.study.vic.gov.au) website, however, requests for an appeal will be considered when received in other written formats. Appeal applications should be emailed to [isfinance@edumail.vic.gov.au](mailto:isfinance@edumail.vic.gov.au).
- Please see the [Appeal Form](#) for further details about appeals.
- The right to make complaints and seek appeals of decisions and action under various processes, does not affect your right to take action under the Australian Consumer Law, if Australian Consumer Law applies.

## Privacy Policy

DET must comply with Victorian privacy law when collecting and handling all personal and health information. DET includes all Victorian government schools, central and regional offices.

For further information, see DET's Information Privacy Policy at: [www.education.vic.gov.au/Pages/privacypolicy.aspx](http://www.education.vic.gov.au/Pages/privacypolicy.aspx).

## Document Acronyms

- CoE – Certificate of Enrolment
- COP – Confirmation of Placement
- DET – Department of Education and Training
- DHA – Department of Home Affairs
- IED – International Education Division
- ISP – International Student Program
- OSHC – Overseas Student Health Cover
- TPS – Tuition Protection Service

## Refund Criteria

Full or partial refunds are granted when assessed as meeting the following circumstances, and with the provision of the relevant required documentary evidence.

Tick if applicable	Circumstance	Evidence Required	Pre-Commencement Refund Due	Post-Commencement Refund Due	Timeframe to Pay Refund
	Student has received a Confirmation of Enrolment (CoE) or Confirmation of Placement (COP) but is refused a visa to enter Australia	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	Not applicable	4 weeks
	Student cancels any time after commencing and does not have an appropriate written agreement in place	Completed withdrawal form from the parent	Not applicable	Refund of all unused tuition fees paid <u>calculated</u> from the end of the week of cancellation	4 weeks
<b>Student Default Circumstances</b>					
	Student receives a fee exempt visa	Visa grant letter from DHA	Full refund of tuition fees paid less \$500 refund administrative fee	Refund of unused tuition fees paid calculated from the day on which the visa change was granted less \$500 refund administrative fee	4 weeks
	Student withdraws any time during the Semester after commencing	Completed withdrawal form from the parent, <b>AND</b> If 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, <b>OR</b> If returning home, a copy of the flight ticket	Not applicable	No refund for current Semester. Refund of any future tuition fees paid less \$500 admin fee	4 weeks
	Student withdraws between Semesters after commencing			Refund of any future tuition fees paid less \$500 admin fee	4 weeks
	Student withdraws application for any reason before a CoE or COP is issued	DET letter/email confirming cancellation of enrolment from the International Student Program	Full refund of tuition fees paid less \$500 refund administrative fee	Not applicable	4 weeks
	Student has received a CoE or COP but does not proceed with visa, cancels their course, or fails to commence	DET letter/email confirming cancellation of enrolment from the International Student Program	Full refund of tuition fees paid less \$500 refund administration fee	Not applicable	4 weeks
	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 Semester. Refund of any future tuition fees paid less \$500 refund administration fee	4 weeks
	DET cancels student's enrolment due to breaching DET's Attendance, Course Progress or Behaviour Policies	Letter of cancellation from DET	Full refund of tuition fees paid less \$500 refund administrative fee	No refund for current Semester. Refund of any future tuition fees paid less \$500 refund administration fee	4 weeks
	Student commences, then defers study but fails to recommence	Completed withdrawal form from the parent	Not applicable	No refund for the Semester that they deferred. Refund of any future tuition fees paid less \$500 refund administration fee	4 weeks
<b>Provider Default Circumstances</b>					
	DET 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 DET	Full refund of all fees paid	Not applicable	14 days
	DET 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 DET	Not applicable	Refund of all unused tuition fees paid <u>calculated</u> from the end of the week of cancellation	14 days

### 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 parents. 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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### Government Sponsorship

Refunds for government-sponsored students are paid to the sponsor. If you are sponsored by a government, please ensure that you provide us with your sponsor's details, including their bank account details.

10	Are you sponsored?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
11	Sponsor Name	<input type="text"/>	

### Refund Payee

Please note that refunds are paid to parents, legal guardians, students over 18 years of age, agents and government sponsors only. Please indicate who should receive this refund.

12	Refund Payee	<input type="text"/>
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### Payment Method

Please select one refund option only below.

13	Payment within Australia	<input type="checkbox"/>	Electronic Fund Transfer
14	International Payment	<input type="checkbox"/>	Telegraphic Transfer (only available for refunds outside of Australia)

### Refund Payee Details

15	First Name / Organisation	<input type="text"/>
16	Last Name	<input type="text"/>
17	Street Address	<input type="text"/>
18	Suburb/Town	<input type="text"/>
19	Province/State	<input type="text"/>
20	Country	<input type="text"/>
21	Postcode/Zip Code	<input type="text"/>
22	Home/Work Phone Number (including area code)	<input type="text"/>
23	Mobile Phone Number (including area code)	<input type="text"/>
24	Email Address	<input type="text"/>
25	Australian ABN (if applicable)	<input type="text"/>

### Refund Payee Bank Details

26	Account Holder Name	<input type="text"/>
27	Bank Name	<input type="text"/>
28	Bank Address	<input type="text"/>
29	Branch Number (BSB)	<input type="text"/>
30	Account Number	<input type="text"/>
31	Swift Code / IBAN Number (international payments)	<input type="text"/>
32	IFSC Code (India payments only)	<input type="text"/>

### Declaration

I declare that the information that I have provided in this application is true and correct.

33	Parent Name	<input type="text"/>
34	Parent Signature	<input type="text"/>
35	Date	<input type="text"/>