

**PLEASE CHECK THE REFUND POLICY BEFORE COMPLETING THIS FORM**

## SECTION A - PERSONAL DETAILS

Given Name/s  Surname

Student Reference Number  | DOB (DD/MM/YYYY)

Address

Telephone  Mobile

Email

## SECTION B - REQUEST

TAFE Course Code  Course Name

Tuition fee paid \$  for Semester  for year 20

Request for:  Refund of fees **only**  Refund of fees and **withdrawal from TAFE NSW**

## SECTION C - REASON FOR REQUEST

**This process should not begin until a Refund Request form has been completed and submitted along with all supporting documents (such as a copy of the CoE, Visa etc.)**

<input type="checkbox"/> Visa Rejection Please attach original DIBP rejection letter	<input type="checkbox"/> Release Requests/ Transfer Provider Please attach offer letter and confirmation of enrolment (eCoE) and attach the receipt of course fees paid. A student cannot change provider within the first six months of the principal course without a letter of release from TAFE NSW. Please complete and attach a request for transfer education provider form <a href="http://media.studyintafe.edu.au/documents/transfer-provider-form.pdf">media.studyintafe.edu.au/documents/transfer-provider-form.pdf</a>	<input type="checkbox"/> Excess payment
<input type="checkbox"/> Changed Visa Status Please attach certified copy of new visa stamp of effective date. Please complete and attach a request for cancel enrolment form <a href="http://media.studyintafe.edu.au/documents/cancel-enrolment-form.pdf">media.studyintafe.edu.au/documents/cancel-enrolment-form.pdf</a>	<input type="checkbox"/> Return to Home Country Please complete and attach a request for cancel enrolment form <a href="http://media.studyintafe.edu.au/documents/cancel-enrolment-form.pdf">media.studyintafe.edu.au/documents/cancel-enrolment-form.pdf</a>	

### CHECKLIST

Flight tickets  Medical certificate  Copy of new visa  Copy of offer letter or eCoE from the new provider

### IMPORTANT INFORMATION

If you are returning home TAFE NSW may access Visa Entitlement Verification Online (VEVO) to check the status of your student visa and confirm your location prior to processing the refund.

## SECTION D - BANK DETAILS Please fill bank details clearly in BLOCK letters. Please ensure bank details are correct and legible as missing, unclear, or wrong information may lead to delays in processing your refund.

Bank Name  Account Name

BSB Number - (Australian bank) SWIFT Code --- (overseas bank)

Account Number  IFSC Code (India only)

Bank Address

Does the account nominated accept transfers in Australian Dollars? Yes  No  If No please specify currency for transfer

**Students 18 or over must sign this application. Students under 18 must have a parent sign the application.**

I understand:

- all information provided with this application form is correct and that I have read and understand and agree to be bound by the Refund Policy
- this application will be processed within 28 days only after I have supplied all relevant documents
- this application is assessed according to the Refund Policy which I signed when I agreed to abide by the terms and conditions on the application form
- I understand that TAFE NSW may access VEVO to determine my location and visa status if I have advised I am returning home
- I waiver any future claims on TAFE NSW

Signature  Date (DD/MM/YYYY) //

## REFUND POLICY FOR INTERNATIONAL STUDENTS

### REGISTRATION/APPLICATION FEES ARE NOT REFUNDABLE + TUITION FEES ARE NOT REFUNDABLE IF:

- > A student fails to comply with the conditions of enrolment at TAFE NSW Institute.
- > A student breaches any of the visa requirements of his or her visa as imposed by the Australian Government.
- > A student requests a transfer to another provider prior to the completion of 6 months of their principal course in TAFE NSW and this request is not approved.
- > A student withdraws from their vocational course on or after the commencement date of the course of study.
- > A student/parent provides false or misleading information (unless a refund is applicable under the ESOS Act).

### REFUND POLICY FOR HIGHER EDUCATION OR VOCATIONAL COURSE ONLY OR HIGHER EDUCATION OR VOCATIONAL COURSE COMPONENT OF A PACKAGED PROGRAM

- > This refund policy will apply only when TAFE NSW has issued you with an eCoE, regardless of whether you have or have not submitted your application for a student visa.
- > There is no refund for days designated as Australian/NSW public holidays.
- > Processing fee, application/registration fee, accommodation placement fee (including guardianship arrangement) and airport pick-up fee are not refundable.
- > The tuition fee of \$4,500 paid towards the TAFE NSW Higher Education component of a package is non-refundable upon the acceptance of the offer, except in the case of a visa refusal.

### PART OR WHOLE OF THE TUITION FEES PAID ARE REFUNDABLE UNDER THE FOLLOWING CIRCUMSTANCES:

- > If your application for a visa to study in TAFE NSW is refused before commencing a course, then a deduction of \$300 or 5 percent of the tuition fees paid, whichever is the lesser, will apply.
- > If you commence a TAFE NSW course before your student visa application has been processed and it is subsequently rejected, a pro-rata refund of tuition fees paid will be made.
- > TAFE NSW will refund 90 percent of the tuition fees paid if you withdraw from your Higher Education and/or vocational course 4 weeks (28 days) or more before course semester commencement.
- > TAFE NSW will refund 80 percent of the tuition fees paid if you withdraw from your Higher Education and/or vocational course within the final 4 weeks (28 days) before the course semester commencement.
- > TAFE NSW will refund 75 percent of the tuition fees paid for a vocational course where you:
  - (a) Receive an offer for an undergraduate course which is not offered by TAFE NSW Higher Education in an Australian university immediately following the completion of the NSW Higher School Certificate; and
  - (b) Withdraw from the course no later than 14 days after the start date to take up your place in a higher education degree course.
- > TAFE NSW will refund pro-rata tuition of the vocational course fees paid from the date of becoming an Australian permanent resident, minus a \$300 processing fee if you have been granted permanent residency after your application and before or during a TAFE NSW course.

## SUBMITTING THIS FORM

### Western Sydney Institute

[wsi.international@tafensw.edu.au](mailto:wsi.international@tafensw.edu.au)

Phone: +61 2 9715 8700

### The Northern Sydney Institute in partnership with Hunter and North Coast Institutes

[nsi.international@tafensw.edu.au](mailto:nsi.international@tafensw.edu.au)

Phone: +61 2 9942 3539

- > TAFE NSW will refund pro-rata tuition of the vocational course fee paid from the date of becoming a temporary resident, minus a \$300 processing fee and minus any temporary resident tuition fees if you have been granted temporary residency after your application and before or during a TAFE NSW course.

### REFUND PROCEDURES

- > You must complete a TAFE NSW Refund Application Form and attach all supporting documents. The Refund Application Form is available for download from [www.studyintafe.edu.au](http://www.studyintafe.edu.au)
- > Your refund will be processed within 4 weeks of receipt of your completed refund application if all the required documents are provided. Should TAFE NSW withdraw a location/course the student has enrolled in, the refund will be processed within 2 weeks. A written statement will be provided to the student to explain how the refund is calculated.
- > If you are returning home, TAFE NSW may access VEVO to confirm your location prior to processing the refund.

### REFUND POLICY FOR TAFE NSW ENGLISH LANGUAGE COURSES

- > A \$100 processing fee applies to all refunds except when a student visa is refused.
- > Course fee refunds are calculated from the date a written refund application is received only, on the following basis:
  - > The English Language Centre will refund 100 percent of the English language course fee paid if your application for a visa to study in Australia is rejected.
  - > The English Language Centre will refund 100 percent of the English language course fee paid if the course you have enrolled in is cancelled by TAFE NSW.
  - > The English Language Centre will refund 90 percent of the English language course fee paid if you withdraw from the course 4 weeks (28 days) or more before the commencement date of the course of study.
  - > The English Language Centre will refund 80 percent of the English language course fee paid if you withdraw within the final 4 weeks (28 days) before the commencement date of the course of study.
- > There will be no course fee refund on or after the commencement date of the course of study.
- > If you provide TAFE NSW with false or misleading information or documents, or breach your visa conditions, no refund will be made. For visa conditions please refer to: [www.border.gov.au/Trav/Stud/More/Visa-conditions/visa-conditions-students](http://www.border.gov.au/Trav/Stud/More/Visa-conditions/visa-conditions-students)

### PROVIDER DEFAULT

- > If TAFE NSW is unable to deliver the accepted course at the agreed location, you will be offered a refund of the unused portion of the pre-paid fees. The refund will be paid to you within 2 weeks from the day you are advised of the course cancellation. Alternatively, you may be offered enrolment in another course/location by TAFE NSW.
- > If an alternative course/location is offered, you have the right to choose whether you would prefer a refund of the unused course fees paid or to accept the place in the new course/location. If you choose to accept the new course/location, TAFE NSW will ask you to sign the acceptance of offer for the new course/location. In this case, the obligations of TAFE NSW would be discharged.

### South Western Sydney Institute

[swsi.international@tafensw.edu.au](mailto:swsi.international@tafensw.edu.au)

Phone: +61 2 8713 6545

### Sydney TAFE in partnership with Illawarra, Western and Riverina Institutes

[intadmissions@tafensw.edu.au](mailto:intadmissions@tafensw.edu.au)

Phone: 1300 360 601