



# **Fees, Charges, and Refunds Policy and Procedures**

## **Purpose**

The purpose of this Policy is to establish clear guidelines for fee setting and refund conditions applicable to both international and domestic fee-paying students at the Central Institute of Technology and Innovation (the Institute). Aligned with the standards outlined in the Education Services for Overseas Students (ESOS) Act 2000 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (“the National Code 2018”), particularly Part D, Standard 3: Formalisation of Enrolments and Written Agreements, these principles and guidelines ensure transparency and fairness in fee-related matters.

## **Scope**

This Policy applies to all prospective and enrolled students at the Institute.

## **Related Documents**

This policy should be read in conjunction with the following Institute documents:

- Admissions and Enrolment Policy and Procedures
- Agent Recruitment, Management, and Termination Policy and Procedures
- Marketing and Advertising Policy and Procedures
- Student Grievances, Complaints, and Appeals Policy and Procedures
- Student Recruitment Information Policy and Procedures
- Third Party Policy and Procedures

All documents referenced in this policy can be accessed via the CITI website.

## Definition of Key Terms

For the purpose of this Policy, the following definitions apply:

Term	Definition
Student	Any person enrolled as a student of the Institute. This includes enrolment in all modes of study and at all locations.
Domestic Student	An Australian citizen, New Zealand citizen (or dual citizenship holders of either Australia or New Zealand), a permanent resident of Australia or an Australian humanitarian visa holder.
International Student	A student who is not a domestic student, including students on temporary residence visas (also known as an Overseas Student under the ESOS Act)
Educational pathway	A defined pathway that enables a student to progress from a completed course of study to another course of study with admission and/or credit (based on TEQSA definition).
Recognition of Prior Learning (Advanced Standing)	A process that involves assessment of an individual's relevant prior learning (including formal, informal and non-formal learning) to determine the credit outcomes of an individual's application for credit (based on TEQSA definition).
Confirmation of Enrolment (CoE)	For international students, a Confirmation of Enrolment (CoE) is sent by the Institute to a student as means of confirming enrolment in a course of study. This is done after the student has successfully applied for a course of study and has paid the required deposit.

Term	Definition
Letter of Offer	The Letter of Offer and Written Agreement is sent to successful applicants by the Institute which details the course for which the offer of enrolment is made, any conditions which apply to acceptance of the offer, the duration of the offer, the course start and finish dates, the costs involved, the refund policy, and any recognition of prior learning, as well as general terms and conditions.
Genuine Student (GS) requirement	Genuine Student (GS) requirement means the Federal Government requirement that all applicants for a student visa must be a genuine applicant for entry. They must stay as a student and be able to show an understanding that studying in Australia is the primary reason for their student visa. The GS requirement is intended to include students who, after studying in Australia, develop skills Australia needs and who then go on to apply for permanent residence.
ESOS Act	ESOS Act means the Education Services for Overseas Students Act 2000 (Cth), as amended from time to time
Provider Registration and International Student Management System (PRISMS)	PRISMS is the site that provides Australian education providers with the Confirmation-of-Enrolment (CoE) facilities required for compliance with the Education Services for Overseas Students (ESOS) Legislation.
Regulatory requirements	Regulatory requirements, in this context, means all applicable laws and legislation, rules, orders, guidelines, regulations and codes of practice that regulate the Higher Education sector in Australia. Tertiary Education and Quality Standards Authority (TEQSA) is the regulatory body for Higher Education in Australia.

Term	Definition
Tertiary Education and Quality Standards Authority (TEQSA)	TEQSA is Australia's independent national quality assurance and regulatory agency for higher education.
Tuition Protection Service (TPS)	The Tuition Protection Service (TPS) may assist students to either continue their studies through another course or different provider, or by being provided a refund or loan re-credit for education and training they paid for but did not receive. This is generally in the event of provider default.
Census date	Census date means the last date a student can drop a unit or take a leave of absence without receiving a financial penalty. The census date is also the deadline to pay tuition fees or apply for a Government HELP loan to defer payment.
Study Period	Study period means a defined period of time in which teaching is delivered. This includes pre-teaching, teaching and assessment activities. Each study period has its own set of key dates, including start, end and census dates.
Course Fees	Course fees means the Tuition fees and Non-tuition fees received by the Institute in respect of the student. Course fees have the same meaning as it does in the legislative instrument, made under section 47E(4) of the ESOS Act.
Default day	Default day means whichever of the following is relevant to the default: – the agreed starting day (being the day on which the Course was scheduled to start unless otherwise agreed); or – the day on which the Course ceases to be provided; or – the day on which the Student withdraws from the Course; or – the day on which the Institute refuses to provide, or continue

Term	Definition
	providing, the Course to the student. Default day has the same meaning as it does in the ESOS Act.
<b>Weekly Tuition Fee</b>	Weekly Tuition Fee means the total tuition fees for the Course, or total tuition fees paid by or in relation to the Student or on behalf of the student for a Study Period or Course (as the context requires), divided by number of calendar days in that Study Period or Course (as the context requires), multiplied by 7, then rounded up to the nearest whole dollar. Weekly Tuition Fee has the same meaning as it does in the legislative instrument made under sections 46D(7) and 47E(4) of the ESOS Act from time to time.

## Policy Principles

The fundamental principle underlying this Policy is to ensure that fees and charges are consistent with the strategic and commercial objectives of the Institute and align with its policies and procedures, while complying with all applicable legislation and regulatory requirements. This Policy has been developed to ensure that all fees and charges, including any potential adjustments, are compliant with relevant Commonwealth legislation and regulations. In line with this principle, the Institute applies the same tuition fee structure to both domestic and international full fee-paying students. However, there may be some variation in deposits and additional fees between the two cohorts, as outlined in Appendix 1. All fees and charges are published by the Institute to promote transparency, fairness, and regulatory compliance.

# Policy Statement

## 1. Fees and Charges

The Institute reserves the right to impose non-refundable fees for various purposes, including but not limited to enrolment, penalties, provision of materials, and other activities. See Appendix 1 for a list of current fees. Fees are as specified below:

- 1.1 Enrolment fee
- 1.2 Late payment fee
- 1.3 Late enrolment fee
- 1.4 Printing credits
- 1.5 Student ID replacement
- 1.6 Postage
- 1.7 Issuance of interim transcript
- 1.8 Re-issue of transcript or testamur
- 1.9 Textbooks or materials fee
- 1.10 Late fee for the late return of items on loan from the library or Institute
- 1.11 Payment plan administrative charge
- 1.12 Graduation ceremony
- 1.13 Change of course processing fee
- 1.14 Voluntary social/networking event fees
- 1.15 Advanced standing assessments once a Confirmation of Enrolment (CoE) has already been issued.



- 1.16 The fee quoted on a student's Letter of Offer represents a base fee, which may be subject to a change in fees at the discretion of the Board (see 1.17).
- 1.17 Fees are subject to annual review at the Board Annual General Meeting and may be revised accordingly.
- 1.18 Students are encouraged to consult the Institute's website for the latest fee information.
- 1.19 Any fee adjustments will be communicated to students in a timely manner.

## **2. Fees for New Students**

- 2.1 New Domestic and International students who receive and accept a Letter of Offer prior to the course commencement date must fulfill payment requirements to secure a place at the Institute.
- 2.2 This includes an enrolment fee and a tuition fee deposit, as specified in the full course payment schedule outlined in the Letter of Offer, which details the exact amounts and due dates for payment.
- 2.3 The Institute will only accept fees from Domestic and International students upon receiving a signed acceptance of the Letter of Offer.
- 2.4 For new International students enrolling from countries where the Genuine Student (GS) requirement, as determined by the Institute, is deemed high risk, the Institute reserves the right to request a deposit of up to one year of tuition fees, in addition to the enrolment fee as outlined in Appendix 1.
- 2.5 In accordance with the Education Services for Overseas Students (ESOS) Act 2000, International students are not obliged to pay more than 50% of the total course fees as a deposit before the course commencement date. However, students may choose to pay more voluntarily. Those wishing to do so should contact Student Services.



- 2.6 For international students, a CoE will only be issued once the required initial payment has been cleared.
- 2.7 All remittance advice should be sent to accounts with the Student ID reference included.
- 2.8 All international students are required to have Overseas Student Health Cover (OSHC). The Institute is not responsible for the purchase of OSHC.
- 2.9 The deposit details for Domestic and International students are provided in Appendix 2.

### **3. Tuition Fees and Adjustments**

The Institute is committed to ensuring transparency in its fee structure and providing students with clear, timely, and accurate information regarding any changes to tuition fees.

- 3.1 Student tuition fees may be increased from time to time by the Board to ensure the Institute can continue to deliver high-quality education, maintain operational sustainability, and invest in continuous improvement across its services and infrastructure.
- 3.2 Students will receive written notice of any fee increase at least three (3) months prior to the increase taking effect. Notification will be provided via email to all current and prospective students, and updated fee schedules will be published on the Institute's website.
- 3.3 Providing this advance notice supports transparency and enables students to make informed decisions about their enrolment and financial commitments, in line with the Higher Education Standards Framework (Threshold Standards) 2021, specifically Standards 1.1.2(a) and 7.2.4.





## **4. Student Change of Course Fees**

Students seeking to change courses subsequent to the issuance of a CoE must adhere to the following:

- 4.1 Submission of a Change of Course Application Form and payment of the applicable processing fee are mandatory.
- 4.2 For enrolled students, the completed form should be submitted to Student Services. Change of Course Application Forms must be submitted at least 2 weeks prior to the commencement of the next semester within the current course. Additionally, students must have no pending grades or outstanding fees at the time of submission.
- 4.3 For prospective students who have not yet commenced studies, the form must be submitted to Student Services. Fulfillment of entry requirements for the new course is essential. Detailed entry requirements can be found in the Admissions and Enrolment Policy and Procedures.
- 4.4 Advanced standing, if previously granted, may need to be reassessed, potentially impacting course duration and future fees.
- 4.5 It is incumbent upon students to verify the status of any scholarships or bursaries that they currently hold, as a change of course may render them null or void.
- 4.6 If a change of course is approved, tuition fees for the new course will apply. These fees may vary from those of the previous course.

## **5. Financial Support Plans for Students**

- 5.1 Students experiencing genuine financial hardship may request a financial support plan, specifically designed to assist with tuition fees, under exceptional circumstances. This option is generally unavailable to new students in their initial Study Period or those with a history of delayed payments.



- 5.2 To initiate a request for a financial support plan, students must contact the Student Services at least 2 weeks before the relevant Study Period begins. Exceptions to this deadline will only be considered under extraordinary circumstances and must receive approval of the Registrar.
- 5.3 Upon approval of a financial support plan, students may incur a non-refundable administrative fee and will be required to sign a payment schedule agreement.
- 5.4 Depending on the circumstances, the Institute reserves the right to waive this administrative fee.
- 5.5 Students must adhere to their agreed-upon payment schedule for tuition fees. Failure to comply may result in the initiation of course cancellation procedures by the Institute.
- 5.6 Students whose requests for a financial support plan are denied must settle all outstanding tuition fees before the commencement of the Study Period or risk being subjected to the Institute's course cancellation policies.
- 5.7 Defaulting on an approved financial support plan will also prompt the application of the Institute's course cancellation policies and procedures.

## **6. Late or Non-Payment of Fees**

- 6.1 Late payment of tuition fees will incur a fee. The Institute reserves the right to waive this fee upon review of any extenuating circumstances presented by the student.
- 6.2 In cases of overdue fees, the Institute may impose sanctions on a student's enrolment, including:
  - 6.2.1 Loss of access to Institute systems and services.
  - 6.2.2 Withholding of unit grades and/or ineligibility to graduate.

- 6.2.3 Non-issuance of academic records or requested documents.
- 6.2.4 Denial of requests for enrolment changes.
- 6.3 Students with overdue fees will receive an overdue payment notice, along with a notification of the Institute's intent to cancel their enrolment. This notice grants students twenty (20) working days to settle outstanding balances or provide reasonable cause for the Institute to maintain their enrolment.
- 6.4 Until all outstanding debts are settled, students with overdue fees will be barred from enrolling in any units or courses.
- 6.5 For international students, non-payment of fees leading to enrolment cancellation will be reported to the Department of Home Affairs, potentially affecting the student's visa status. In such cases, affected students should promptly seek guidance from the Department of Home Affairs.
- 6.6 Any student seeking to re-enrol with the Institute after discontinuing their enrolment without settling outstanding balances will be denied admission until all outstanding fees are paid in full.

## **7. Domestic Student Refunds (Australian Citizens)**

Domestic students are entitled to tuition fee refunds in the following instances:

- 7.1 If the Institute is unable to deliver the course.
- 7.2 If a student withdraws from a unit of study on or before the Census Date.
- 7.3 In cases of exceptional personal circumstances.
- 7.4 Students whose enrolment is terminated due to serious breaches of Institute policies are not eligible for fee refunds for that semester.



- 7.5 The Institute reserves the right to withhold up to 100% of any fees paid and terminate enrolment if a student is found to have provided false or misleading information in their application.
- 7.6 Domestic students requesting a refund must complete a Domestic Student Refund Request Form (Appendix 5) and submit all relevant documentation.
- 7.7 Once FEE-HELP status is granted, the following conditions apply:
  - 7.7.1 No FEE-HELP debt will be incurred if a student withdraws from a unit of study on or before the Census Date.
  - 7.7.2 A FEE-HELP debt will be incurred if a student withdraws after the Census Date.

## **8. International Student Refunds**

International students are entitled to tuition fee refunds in the following instances:

- 8.1 If the Institute is unable to deliver the course.
- 8.2 If a student withdraws from a unit of study on or before the Census Date.
- 8.3 In cases of exceptional personal circumstances.
- 8.4 Students whose enrolment is terminated due to serious breaches of Institute policies are not eligible for fee refunds for that semester.
- 8.5 The Institute reserves the right to withhold up to 100% of any fees paid and terminate enrolment if a student is found to have provided false or misleading information in their application.
- 8.6 A schedule of refunds for international students is provided in Appendix 3, and the conditions under which refunds are not provided are detailed in Appendix 4.



- 8.7 International students requesting a refund must complete an International Student Refund Request Form (Appendix 6) and submit all relevant documentation.

## **9. Provider Default Refunds**

- 9.1 In the instance of provider default, the following applies for domestic students.
- 9.1.1 The Institute will adhere to the requirements of the Tuition Protection Service (TPS) in the instance of provider default.
- 9.2 In the instance of provider default, the following apply for international students:
- 9.2.1 Tuition fees paid by the student are refundable within two weeks after the day on which the Institute is in default of its obligations under the National Code 2018.
- 9.2.2 The amount of the refund will be calculated in accordance with the Education Services for Overseas Students (Calculation of Refund) Specification 2014.
- 9.2.3 International Students' Fees are protected by the Australian Government's Tuition Protection Service (TPS) as described in the Teach Out and Transition Contingency Policy and Procedures.

## **10. Grievances, Complaints, and Appeals**

Any complaint or appeal in relation to this policy is to be made in accordance with the Student Grievances, Complaints and Appeals Policy and Procedures.



## **11. Legislation**

- 11.1 This Policy complies with Higher Education Standards Framework standard 1.1 (Admission) & 7.2.4, which states: 1.1.1 Admissions policies, requirements and procedures are documented, are applied fairly and consistently, and are designed to ensure that admitted students have the academic preparation and proficiency in English needed to participate in their intended study, and no known limitations that would be expected to impede their progression and completion.
- 11.2 The admissions process ensures that, prior to enrolment and before fees are accepted, students are informed of their rights and obligations, including: all charges associated with their proposed studies. This includes advice on the potential for changes in charges during their studies policies, arrangements and potential eligibility for credit for prior learning, and policies on changes to or withdrawal from offers, acceptance and enrolment, tuition protection, and refunds of charges.
- 11.3 Students are given reasonable notice of changes to a higher education provider's operations including information about increases in fees and associated costs and any consequences that may affect their choice of, or ability to participate in, an intended course(s) of study.
- 11.4 The Institute is committed to complying with the Education Services for Overseas Students (ESOS) Act 2000, which protects the rights of international students studying in Australia, including the right to accurate information about courses, fees, modes of study, and other matters.
- 11.5 The ESOS Act also ensures that international students receive the tuition they have paid for and outlines the standards that Australian education providers must meet in offering education and training services to international students. This Policy reflects the Institute's adherence to these standards, ensuring that all processes related to fee setting, refunds, and enrolments are conducted with the highest degree of integrity and responsibility.

## Related Legislation

This policy should be read in conjunction with the following related documents:

- [Higher Education Standards Framework \(Threshold Standards\) 2021](#)
- [Education Services for Overseas Students Act 2000](#)
- [Australian Qualifications Framework](#)
- [Education Services for Overseas Students \(Calculation of Refund\) Specification 2014](#)
- [Tuition Protection Services \(TPS\)](#)

## Change and Version Control

Version	Date Approved	Authored by	Approved by	Description
1.0	30/07/2025	Chief Executive Officer	Board of Directors	Corporate

## Policy Information

<b>Author</b>	Chief Executive Officer
<b>Responsible Officer</b>	Chief Executive Officer
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<b>Policy: Corporate</b>	Date: 30/07/2025	Status: Final ratified by the Board of Directors on 30/07/2025

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## Appendix 1: List of Fees

List of fees as of 2026. Current fees are listed on the Institute website. All fees are in Australian dollars (\$AuD). Fees are applicable to International and Domestic students.

Item	Fee
Undergraduate Unit (Tuition Fee per unit)	\$2,800
Undergraduate Course (Tuition Fee per course – 24 units)	\$67,200
Postgraduate Unit (Tuition Fee per unit)	\$3,200
Postgraduate Course (Tuition Fee per course – 16 units)	\$51,200
Enrolment Fee (includes credit transfer assessment if relevant)	\$250
Materials Fee	\$400
Revised CoE – International Students only (second or subsequent CoE's issued for any reason including deferment)	\$150
Reinstatement of Enrolment Fee – International Students only	\$250
Credit Transfer Re-assessment – Domestic students after Census Date	\$100
Simulation software licence fee (if applicable)	At cost set by the software provider (indicative cost – \$90.00 in 2024)
ID Card Replacement	\$20
Late Payment Fee	\$100
Late withdrawal fee – International Students only	See appendix 3
Replacement Testamur	\$100
Interim Official Transcript (Current and Incomplete)	\$25
Replacement Completion Letter	\$10
Replacement Official Transcript (Completed)	\$15
Replacement Cross-Institutional Transcript	\$15
Reference Letter	\$15



Library Overdue Penalties	\$20
Library lost or damaged Item	\$2 per day
Additional Printing	20c per single sided page

## Appendix 2: Student Tuition Fee Deposits

Note: All amounts quoted are minimum amounts in Australian Dollars (AUD) and relate to current published tuition fees, less any applicable scholarships or bursaries.

The tuition fee deposit and non-refundable enrolment fee of \$250 are due upon acceptance of the offer of admission.

Offshore and Initial Student Visa Applications	
Undergraduate Courses	
Initial deposit for COE Issuance	4 units + enrolment fee
Postgraduate Courses	
Initial deposit for COE Issuance	4 units + enrolment fee

Onshore Students (with existing 500 visa) and Domestic Students	
Undergraduate Courses	
Initial deposit for COE Issuance	1 unit + enrolment fee
Postgraduate Courses	
Initial deposit for COE Issuance	1 unit + enrolment fee

## Appendix 3: International Student Refunds

Tuition fees will be refunded in the following circumstances to international students:

Notification Period	Eligible Refund
<b>Notification to withdraw received before the commencement of the semester</b>	
The Institute is unable to deliver a course in full. Note: As an alternative, the Institute may offer a place in an alternative course, either at CITI or another CRICOS registered provider, at no extra cost to the student	Full refund of all money paid to date (including the administrative fees in this instance) OR Nil refund if alternative course is accepted
The Institute withdraws the offer of enrolment because the student is unable to meet conditions associated with the enrolment e.g. fails a preliminary program or fails to reach a stated level of English which is stated as a condition of offer in the CoE, letter of offer, or any other correspondence provided to the student.	Full refund of unused tuition fees paid to date.  Refund amount = Weekly Tuition Fee x Weeks in Default Period
The student's initial student visa application is rejected and the student  a) does not start the course at the agreed location on the agreed starting day.  or  b) the student withdraws from the Course at the agreed location before the agreed starting day	Refund amount is calculated in accordance with the legislative instrument made under section 47E (4) of the ESOS Act ("legislative instrument").  By way of guidance, in this instance the refund amount is the Course Fees minus the lesser of:  a) 5% of the Course Fees received by the Institute before the Default Day  and/or  b) \$500
The student has been refused a Student Visa and the Student withdraws from the Course at the agreed location after the agreed starting day.	Refund amount is calculated in accordance with the legislative instrument. By way of guidance, the refund amount is: Weekly Tuition Fee x Weeks in Default Period
The student's visa application is delayed by circumstances beyond the student's control and is not ready in time for the student to begin the	Full refund of all money paid to date (including the administrative fees in this instance)

program for which they applied (Note: a visa delay caused by the student's own action or inaction is not considered a circumstance beyond the student's control).	*Enrolment fee and Revised CoE charge are non-refundable
The Institute withdraws an offer of enrolment based on incorrect or incomplete information provided by the applicant.	Full refund of unused tuition fees paid to date Refund amount = Weekly Tuition Fee x Weeks in Default Period
More than 28 days before commencement of the teaching period	Refund of 70% of tuition fees paid for the semester minus the administration fees
Less than 28 days and before commencement of the teaching period	Refund of 50% of tuition fees paid for the semester
On or after the commencement of the teaching period	No refund.
<b>Notification to withdraw received after the commencement of the semester</b>	
<b>Withdrawal from a unit of study</b>	
Prior to Census date	Full transfer of fee to subsequent semester
After Census date	No refund
<b>Withdrawal from a course</b>	
Prior to Census date	Refund minus 50% of tuition fee
After Census date	No Refund

## Appendix 4: Circumstances where a refund will not be paid

	Condition	Refund Status
1	A student withdraws after the beginning of course or commencement of current semester	No refund payable
2	A new student who has commenced the course with CITI and fails to enroll in the subsequent second study period to complete at least 2 units paid for in credit	No refund payable
3	A student fails to complete enrolment and commence by the start date of the current study period without any withdrawal application or approved deferment of studies	No refund payable
4	A student is not permitted to commence or continue because of failure to pay an amount owed to CITI in order to commence the current semester or undertake the course	No refund payable
5	CITI cancels a student's enrolment because the student fails to maintain satisfactory course progress	No refund payable
6	CITI cancels a student's enrolment because the student fails to maintain satisfactory attendance or to engage with their studies (e.g. submission of assessments, response to emails from Institute or Unit Coordinator, no engagement with the Learning Management System)	No refund payable
7	CITI cancels a student's enrolment because the student is found guilty of academic or behavioural misconduct as specified in the Student Code of Conduct and/or Academic Integrity Policy and Procedures	No refund payable
8	CITI cancels a student's enrolment because the student supplies fraudulent, forged or deliberately misleading documentation	No refund payable
9	CITI cancels a student's enrolment because the student fails to pay course or other fees – CITI reserves the right to pursue the collection of unpaid fees and other charges incurred via any legal method available	No refund payable
10	A student arrives after the last enrolment date for their course, is permitted to enrol, then withdraws	No refund payable
11	A student breaches a visa condition due to which CITI refuses to provide, or continue to provide, a course	No refund payable
12	Deposits paid to CITI for other courses packaged with the student's current offer letter from CITI (e.g., a deposit paid for a Bachelor course packaged with a Diploma course)	No refund payable
13	Variation to enrolment in Subject(s) between one week before the commencement of semester and the Census Date inclusive	- No refund payable Unspent tuition fees for the original subject(s) will be credited



		towards substitute or subsequent subject(s).
14	Variation to enrolment in Subject(s) after the Census Date	- No refund payable- No credit of tuition fees towards any substitute or subsequent subject(s).

## Appendix 5: Student Refund Request Form – Domestic Students

### Instructions

Please complete and email this form and supporting documents to the Accounts Department.

#### Section 1: Student Details

Full Name	
Student ID	
Date of Birth (DD/MM/YYYY)	
Course Name	
Contact Number	
Email Address	
Postal Address	

#### 2: Refund Request Details

Refund Type	<input type="checkbox"/> Withdrawal from course <input type="checkbox"/> Overpayment of fees <input type="checkbox"/> Credit balance <input type="checkbox"/> Other (please specify):
Date of Withdrawal (if applicable)	
Reason for Refund Request	

#### Section 3: Bank Details for Refund

**Refunds** will be made only to the account from which the payment was received unless otherwise approved.

Account Holder Name	
Bank Name	
BSB	
Account Number	

#### Section 4: Declaration

I declare that the information provided is true and correct. I have read and understood the Institute's Fees, Charges, and Refund Policy and Procedures and understand that this request is subject to assessment and approval.





Signature:		Date:	
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Office Use Only

Date Received	
Processed by	
Refund Approved (Yes/No) and Amount	
Reason for Decision	
Authorised by and Date Processed	

## Appendix 6: Student Refund Request Form – International Students

Please complete and email this form and supporting documents to the Accounts Department.

### Section 1: Student Details

Full Name	
Student ID	
Date of Birth (DD/MM/YYYY)	
Course Name	
Passport Number	
Visa Type	
Contact Number	
Email Address	
Postal Address	

### Section 2: Refund Request Details

Reason for Refund Request	<input type="checkbox"/> Visa refusal (attach refusal notice) <input type="checkbox"/> Withdrawal before course commencement <input type="checkbox"/> Withdrawal after course commencement <input type="checkbox"/> Course cancelled by the Institute <input type="checkbox"/> Overpayment of fees <input type="checkbox"/> Other (please specify):
Date of Withdrawal or Visa Refusal	
Reason for Refund Request	

### Section 3: Bank Details for Refund

**Refunds** will be made only to the account from which the payment was received unless otherwise approved.

Account Holder Name	
Bank Name	
Bank Address	
SWIFT/BIC Code	
IBAN or Account Number	
Country	



Section 4: Declaration

I declare that the information provided is true and correct. I have read and understood the Institute's Fees, Charges, and Refund Policy and Procedures and understand that this request is subject to assessment and approval.

Signature:		Date:	
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Office Use Only

Date Received	
Processed by	
Refund Approved (Yes/No) and Amount	
Reason for Decision	
Authorised by and Date Processed	