# Request for Refund Form - International Students & Applicants

Requests to refund international tuition fees are reviewed by the National Student Experience Manager and the National Student Records Coordinator via this form; please allow up to 5 business days for review.

* Students are to complete section 1 - 3 and submit to their local Student Support Officer or Admissions Adviser (for applicants).
* Student Support Officers / Admissions Advisers can complete sections 1 - 3 if required on student written instruction (email is accepted) however must ensure section 4 is complete before further submission.
* Student Support Officer / Admissions Advisers are to submit the completed form (sections 1 – 4) to the National Student Experience Manager for review.
* Student Services Officer / Admissions Advisers will refer to and explain the [Refund Policy - International](https://ecnh-endeavour.s3.amazonaws.com/documents/Refund_Policy_-_International_v17.0.pdf) to students so there is clear understanding of when a refund request as appropriate; and provide brief explanation on form.
* If any refund applies, this may take up to 14 days from approval to be processed by Finance.

## International student details

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Unique Student Identifier (USI): | | | | | | | | |
| Student Number: | | | | | Date of Birth: | | | |
| Title: | | Given Name: | | | Family Name: | | | |
| Phone Number: | | | | | | | | |
| Email: | | | | | | | | |
| Visa type: | Student Visa | |  | Temporary Visa | |  | Offshore (no visa) |  |
| Course: | | | | | | | | |
| Expected Course Completion Date: | | | | | Campus / Online: | | | |

## Bank account details

|  |  |
| --- | --- |
| Name of Financial Institution |  |
| Branch Name |  |
| Address of Financial Institution |  |
| Account Name |  |
| Branch Number (BSB) |  |
| Account Number |  |

## Details of refund request

|  |  |  |  |
| --- | --- | --- | --- |
| **Subjects for Refund** | | | |
| **Subject Code** | **Study Period**  (e.g. Semester 1, 2020) | **Subject Code** | **Study Period**  (e.g. Semester 1, 2020) |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| **Total number of subject refunds requested:** \_\_\_\_\_\_ | | | |

**Reason for refund request:**

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| --- |
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***Note****: If refund is requested due to special circumstances, evidence of these circumstances must also be attached. Students may be contacted and requested to submit a formal Special Circumstances form if further details are required.*

|  |  |
| --- | --- |
| Student Signature: | Date: |

## Office use only

### Investigation

* Student Support Officer / Admissions Adviser to complete

|  |  |  |  |
| --- | --- | --- | --- |
| Student has paid all fees that the refund request relates to: | | | Yes   No |
| Student enrolment has been: | | Cancelled  Suspended  Varied | |
|  | SMS check conducted | | |
|  | Finance check conducted | | |
|  | Sent to National Student Experience Manager | | |

* National Student Experience Manager to complete

|  |  |  |  |
| --- | --- | --- | --- |
| **Tuition Fees** | | |  |
| **Subject Code** | **Fee Paid** | **Cancellation Fee** | **Refund Amount** |
|  | $ | $ |  |
|  | $ | $ |  |
|  | $ | $ |  |
|  | $ | $ |  |
|  | $ | $ |  |
| **Tuition Fees Total** | $ | $ |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Other Fees Withheld** | | |  |
| **Fees Type** | **Fee Paid** | **Amount Withheld** | **Refund Amount** |
|  | $ | $ | $ |
|  | $ | $ | $ |
|  | $ | $ | $ |
|  | $ | $ | $ |
|  | $ | $ | $ |
| **Other Fees Total** | $ | $ | $ |

#### Total Refund Due: AUD$ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

|  |  |
| --- | --- |
|  | SMS double-check conducted |
|  | Finance double-check conducted |
|  | Sent to NSEM for approval / refusal and finalisation |

### Approval

* National Student Experience Manager to complete approval section below
* National Student Experience Manager is responsible for advising students of refund refusal and providing reasons for refusal in writing; and submitting form to finance if any refund applies.
* In all other cases, the National Student Records Coordinator will advise students of final refund amount; and submit form to Finance.

|  |  |
| --- | --- |
|  | Approved **within Policy** approved by National Student Experience Manager, or |
|  | Approved **outside Policy** approved by National Student Experience Manager, or |
|  | **Refused** by National Student Experience Manager. |
| **If approved:** | |
|  | Form sent to Office of Student Records to process refund request and student notified of final amount. |
|  | Form sent to Finance by Office of Student Records (to pay refund). |
| **If refused:** | |
|  | Student contacted by NSEM outlining reason for refusal (as outlined below), |

**Reason** if refund is approved outside policy or refused:

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| --- | --- |
| NSEM Signature | Date |