

## Application for Refund of International Fees

This form is to be used by Full Fee Paying International applicant / student who is withdrawing prior to enrolment or discontinuing from a course after enrolment.

Student ID: _____	Title: Mr / Miss / Mrs / Ms / Other: _____
Surname: _____	Given Names: _____
Date of Birth: _____	
Address: _____ _____	
Country: _____	Phone: _____
Course: _____	
Please provide reason for withdrawing / discontinuing and include any supporting documentation (eg. visa refusal, English Language test results, medical certificate, etc): _____ _____ _____ _____	

### Is the refund payment to be made to another person, sponsor or institution?

- Yes – Refund will be made by Bank draft/Cheque only. Please read the conditions of nominated recipient payment:
- Where a cheque or draft is sent to a person, sponsor or institution nominated by the student, Monash University / Monash College shall be deemed to have discharged any obligation it may have in relation to the refund of fees to the student and accepts no responsibility for the student not receiving the benefit of such refund of international fees.
  - Monash University / Monash College is not responsible for a student not receiving monies from the nominated recipient.
  - Monash University / Monash College will only make a nominated recipient payment providing either of the following conditions is satisfied:
    - Where the student resides in Melbourne, the student must complete this form at the Student Service Centre on campus and provide a photocopy of their passport photo page as evidence of identity.
    - Where the student resides overseas, the student must complete a statutory declaration form or equivalent and provide a photocopy of their passport photo page as evidence of identity for the third party request.
- Where another institution or sponsor is nominated, photo identity evidence is not required.
- No

### Refund of the Overseas Student Health Cover (OSHC)

- Where a student has not arrived and has never resided in Australia, Monash University will claim the OSHC refund from *OSHC Worldcare* on behalf of the student. Monash University will organise the refund to the student upon receipt of the fund.
- Where the student has arrived or has resided in Australia, it is the responsibility of the student to claim the OSHC refund from their OSHC provider / insurer directly.

**Please ensure you have read and understood the attached Monash University / Monash College International Student Refund Policy before signing the declaration below.**

I declare that the information provided on this form is true and complete and that it is my responsibility to provide all necessary documentation to support my request for refund. I agree and have read and understood the "Monash University / Monash College International Student Refund Policy".

Signature of student: \_\_\_\_\_

Date: \_\_\_\_\_

Please choose the refund option and ensure all details are correct and clearly printed. Note: If original payment is made via a credit card or telegraphic transfer, the refund must be made via the same option respectively.

Payment into a bank account – refund transferred directly into an Australian or Overseas bank account.	
<b>Australian Bank Account – Electronic Funds Transfer (EFT)</b>	
Account Name: _____	
Name of Bank: _____	
Branch: _____	
BSB number: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	Account number: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
<b>Overseas Bank Account – Telegraphic Transfer (TT)</b>	
Note: Refunds are normally made in the currency of your country of permanent residence. Monash University is not liable for any bank fee charges and variance from foreign exchange rates fluctuations.	
Beneficiary Name (Your name): _____	
Beneficiary Address (Your address): _____ _____ _____	
Beneficiary Account Name: _____	
Beneficiary Account number: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	
Bank Name: _____	
Bank Street Address: _____ _____ _____	
SWIFT Code (eg. HSBCHKXXXX): _____ (Contact your bank for details if unsure)	

<b>Overseas Bank Draft / Cheque</b>	
Note: Refunds are normally made in the currency of your country of permanent residence with the exceptions of cheques within Australia in AUD and non-tradable currencies where the refund will be paid in USD. Monash University is not liable for any variance from the foreign exchange rates fluctuations.	
Draft payable to - Title: _____ Name: _____	
Address draft to sent to: _____ _____ _____	

<b>Credit Card Refund – Only to be used if original payment was by credit card</b>	
Card type: <input type="checkbox"/> Visa <input type="checkbox"/> MasterCard <input type="checkbox"/> Bankcard	
Cardholder's name: _____	
Credit card number: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	
Expiry Date: ____/____/____	Cardholder's Signature: _____

- This form can be submitted:
- In person – at the Student Service Centre on your campus
  - By fax – (03) 9905 3263
  - By mail – Monash University, Fees Unit, Building 3C, Clayton, VIC 3800, Australia

The information on this form is collected for the primary purpose of assessing your application for a refund. If you choose not to complete all the questions on this form, it may not be possible for the Fees Unit to process your application. You have a right to access personal information that Monash University holds about you, subject to any exceptions in relevant legislation. If you wish to seek access to your personal information or inquire about the handling of your personal information, please contact the University Privacy Officer on (03) 9905 6011 or by email: [privacyofficer@adm.monash.edu.au](mailto:privacyofficer@adm.monash.edu.au).

## International Student Refund Policy

Under the National Code 2007, international students holding a student visa are required to enrol so they complete their course within the duration specified in their electronic Confirmation of Enrolment Form (eCoE). Unless an Underload is approved, this generally requires that students maintain a full-time enrolment load for the duration of the course. Refund requests from international students must be authorised by the Manager, Fees Monash University, or their nominee. To be eligible for a refund (less applicable administrative charges), an international student must withdraw from a course within the first four teaching weeks (or four weeks of a research program).

Note: where fees are paid by a party on behalf of the student, the University/Monash College reserves the right to notify that party.

### Withdrawals and deferments

If an international student withdraws, completes their course early, transfers to another provider, is excluded on academic grounds (and thereby fails to meet their student visa condition), defers or intermits their study or otherwise changes the duration of their course, then Monash University/Monash College is obliged to inform the immigration authorities of this change of status and the student may be required to leave Australia.

### In the event of a course not being delivered

In the unlikely event that Monash University/Monash College is unable to deliver your course in full, you will be offered a refund of all the course money you have paid to date. The refund will be paid to you within 2 weeks of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course by Monash University/Monash College at no extra cost to you.

You have the right to choose whether you would prefer a full refund of course fees, or to accept a place in another course. If you choose placement in another course, you are required to sign a document to indicate that you accept the placement.

### Refund of fees

- The University observes the principles of the Australian National Policy on Fee Refunds established by the Australian Vice-Chancellors' Committee. This agreement does not remove the right to take further action under Australia's consumer protection laws. Provisions of the ESOS Act 2000 and the ESOS Regulations apply in the event that the University, as a registered provider, defaults on this written agreement on refunds.
- In the event that an applicant wishes to contest the decision on a request for refund, they will have access to established dispute resolution procedures, which will not circumscribe the applicants' right to pursue other legal remedies.
- An enrolled student, who withdraws from a course for whatever reason beyond the Census date in that teaching period, shall not be eligible for a refund.
- The funds covering the tuition fees must be clear (i.e. cheques cleared, telegraphic transfers received, etc).
- All debts to Monash University/Monash College must have been paid before any refund can be calculated with any outstanding amounts to be deducted from the refund.
- The refund must be made to the same person or body from whom the payment was received on behalf of the student.
- Refunds will be paid within 4 weeks of receiving a written claim from the student.

- A refund will normally be made in the currency of the student's country of permanent residence and payable in that country. Exceptions include non-tradable currencies (where the refund would normally then be paid in USD) or payment to another Australian educational institution. Monash University/Monash College is not liable for any variance due to foreign exchange rate fluctuations.
- For international students who are withdrawing prior to enrolment or discontinuing from a course after enrolment, applications for a full or partial refund must be made to the Manager, Fees Monash University, by completing the *Application for Refund of International Fees* form and accompanied by supporting documentation, as appropriate. The authority for approving a refund of fees for a commencing international student rests with the Manager, Fees Monash University, or their nominee.
- Requests for refunds from continuing students who are enrolled should be made to the Fees Unit, Student Administration, Monash University, by completing the *Application for Refund of Fees* form.

The grounds for refunds are set out below:

### Full refunds

A full refund will be made:

- a) in the event that an offer is withdrawn by the University/Monash College;
- b) where the University/Monash College is unable to provide the course;
- c) where a student was not able to meet a condition required by the University/Monash College in its letter of offer;
- d) where a student has been excluded by the University/Monash College for failure to meet degree or diploma progression rules where fees were paid in advance of notification of exclusion;
- e) where there is a refusal by Australian Government authorities to grant a student visa;
- f) where a commencing student withdraws or discontinues from their course more than 4 weeks prior to the commencement of teaching or more than 4 weeks prior to the commencement of a research program;
- g) when illness or disability prevents the student from taking up the course;
- h) if the University/Monash College makes an offer on the basis of incorrect or incomplete information being supplied by the applicant/student, the offer will be withdrawn and the tuition fees paid are refundable;
- i) a continuing student who re-enrols then withdraws before census date (Note: In the case if Monash College students enrolled in Trimester 2, a full refund will only be made when a continuing student withdraws within the first four weeks of teaching. Where written notice of withdrawal is received after 28 days of the commencement of the program, the College may retain a non refundable amount of equivalent to 50% of the trimester tuition fee. No refunds after census date).
- j) when death of a close family member (parent, sibling, spouse or child) occurs; or
- k) when other special or extenuating personal circumstances prevent a student from taking up a course, and which may be accepted for a full or partial refund at the discretion of the Manager, Fees Monash University, or their nominee, provided a submission under this provision is made to Monash University/Monash College prior to the commencement of the course.

Documentary evidence must be provided in support of an application for a refund under any of the above provisions.

### **Partial Refunds**

Note: The policy of partial refunds applies to commencing students.

Where a student:

- a) gives less than four (4) weeks notice prior to the commencement of teaching in that semester/trimester of an inability to undertake the course; or withdraws from a course prior to the Census date; or
- b) withdraws within four (4) weeks of commencement of a research program;

the tuition fee paid for the semester/trimester is refundable, less an administrative fee of \$1,000.

### **Annual Course Fee Refunds**

- A full refund will be made under the conditions of the criteria of (a) to (k) as set out in the Full Refunds section before.
- Where a commencing or continuing student having paid his or her tuition fees for the full year in advance
  - a) gives less than four (4) weeks notice, prior to the commencement of teaching in the commencing semester/trimester, of an inability to undertake the course; or
  - b) withdraws from a course prior to the Census date; or
  - c) withdraws within four (4) weeks of commencement of a research program;all of the tuition fee paid for the first semester is refundable, less an administrative fee of \$1,000. The full second semester/trimester tuition fee is refundable.
- A student who withdraws after the census date in either semester/trimester, for whatever reason, shall not be eligible for a refund for that semester/trimester.
- A research student who withdraws, for whatever reason, more than four (4) weeks after the commencement of the course shall not be eligible for a refund for that research period.

### **Package Fees Refunds**

- A full refund will be made under the conditions of the criteria of (a) to (k) as set out in the Full Refunds section before.
- Where a student, having paid a package course fee deposit in advance, gives notice in writing to Monash University of an inability to undertake the principal course prior to the commencement of semester, a refund will be paid of the balance (if any) of the deposit paid, after deducting an administrative fee of \$1,000 of the tuition fee payable for the semester.

Once a student enrolls in the Monash University/Monash College course the normal refund provisions apply.

### **Complaints and Appeals**

In the event that a student wishes to contest Monash University's rejection of their request for a refund, they will have access to established dispute resolution procedures. This policy and the availability of complaints and appeals processes, does not remove the right of the student to take further action under Australia's consumer protection laws.