

# Refund Application Form

<b>DATE</b>		<b>STUDENT ID NO.</b>	
<b>FULL NAME</b>			
<b>ADDRESS</b>			
<b>COURSE</b>			
<b>COURSE START DATE</b>			

I wish to apply for a refund for my tuition fees paid for course described above. My reasons for applying for a refund are herein below. I also understand that Application Fee is non-refundable.

<b>Please tick Box that indicates your circumstances</b>	<b>Circumstances</b>	
<input type="checkbox"/>	Visa refused prior to course commencement	Refund Amount = Course Fee* minus the lesser of: <ul style="list-style-type: none"> <li>• 5% of the amount of course fees received by the provider before the default or</li> <li>• \$500</li> </ul> (*Course Fee = tuition fees + resource fee received by the Provider from the Student)
<input type="checkbox"/>	Visa refused after course commencement	Refund Amount = Weekly Tuition Fee X number of weeks in default period
<input type="checkbox"/>	Provider Default <ul style="list-style-type: none"> <li>• no alternative course offered by the Provider and accepted by the Student</li> <li>• the course is not provided fully because the Provider has a sanction imposed by the Government Regulator</li> </ul>	Refund Amount = Unspent Pre-paid Tuition Fee
<input type="checkbox"/>	Provider Default <ul style="list-style-type: none"> <li>• Provider fails to enter into a written agreement or the written agreement is not compliant with the requirements of ESOS Act and National Code</li> </ul>	Refund Amount = Unspent Pre-paid Tuition Fee
<input type="checkbox"/>	Provider Default <ul style="list-style-type: none"> <li>• Course Withdrawn by TIV (before the agreed start date)</li> </ul>	Refund Amount = Application fee + all prepaid Course Fees* (*Course Fee = tuition fees + resource fee received by the Provider from the Student)
<input type="checkbox"/>	Provider Default <ul style="list-style-type: none"> <li>• Provider fails to commence the course on the agreed commencement date</li> </ul>	Refund Amount = Unspent Pre-paid Tuition Fee. Prepaid tuition fee may be transferred to an alternative enrolment where the student agrees
<input type="checkbox"/>	Student withdraws from a Course <ul style="list-style-type: none"> <li>• prior to course commencement date</li> </ul>	Withdrawal done at least 10 weeks prior to the agreed commencement date Refund Amount = 50% Tuition fee and 100% Resource Fee  Withdrawal done less than 10 weeks prior to the agreed commencement date Refund Amount = 0% Tuition fee and 100% Resource Fee
<input type="checkbox"/>	Student withdraws from a Course <ul style="list-style-type: none"> <li>• on or after the agreed course commencement date</li> </ul>	No Refund for current study period  Full refund of prepaid tuition fees for the next study period if

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		<p>more than 4-week notice prior to commencement of the next study period</p> <p>50% refund of prepaid tuition fees for the next study period if less than 4-week notice prior to commencement of the next study period</p> <p>Full refund of all pre-paid tuition fees for subsequent study period</p>
<input type="checkbox"/>	<p>Student withdraws from a Course</p> <ul style="list-style-type: none"> <li>• Due to confirmed extenuating circumstances**</li> </ul>	<p>Refund Amount = Unspent Tuition Fee of the following term (Application to defer, suspend or cancel duly approved must be received by the Administration Department 2 weeks prior to term commencement)</p>
<input type="checkbox"/>	<p>Student abandons the course without notice</p>	<p>No refund of any prepaid tuition fee and the balance of all outstanding fees for the course to be invoiced to the students</p>
<input type="checkbox"/>	<p>Others: please specify.</p>	

*\*\*Students may have extenuating circumstances that prevent them from attending scheduled course dates that may include, but not limited to illness, family or personal matters or other reasons that are out of ordinary. Where evidence can be successfully provided to support the students' circumstances, course fees may either be transferred to the next available course where applicable or a refund of unspent tuition fee will be issued. The decision of assessing the extenuating circumstances rests with the CEO and shall be assessed case by case.*

### Student's Bank Details:-

Account Name : \_\_\_\_\_ BSB: \_\_\_\_\_  
 Swift Code : \_\_\_\_\_ Account No: \_\_\_\_\_  
 Bank Name and Address : \_\_\_\_\_

Student Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**For TIV Official Use Only**

Refund Granted  Refund Not Granted

Amount of Refund : \_\_\_\_\_

Recommending Approval : \_\_\_\_\_ Processed by Accounts : \_\_\_\_\_ Final Approval; \_\_\_\_\_

\_\_\_\_\_  
**Administration Manager or  
 Domestic/VTG Manager**

\_\_\_\_\_  
**Account Manager/Officer**

\_\_\_\_\_  
**Chief Executive Officer /  
 RTO Manager**