

REFUND REQUEST FORM (ELICOS COURSES ONLY)



SECTION A

Family name:

Given name/s:

International student number:

DOB (DD/MM/YYYY):

Address:

Telephone:

Mobile:

Email:

TAFE course code:

Course name:

Tuition fee paid \$: from date to date Number of weeks

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

SECTION B

Please check one of the boxes below and attach supporting documents.

Visa rejection

Please attach original DHA rejection letter

Excess payment

Changed Visa status

Please attach certified copy of the new Visa.

Please complete and attach a [Cancellation of Enrolment form](#).

Return to home country

Please complete and attach a [Cancellation of Enrolment form](#).

Provider default

Please complete and attach a [Cancellation of Enrolment form](#).

Attach the following as applicable: Flight tickets Medical certificate Copy of new visa

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 C - 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 waive any future claims on TAFE NSW

Student's signature:

Date (DD/MM/YYYY):

Please send the completed form and supporting documents to intadmissions@tafensw.edu.au

[TAFENSW.EDU.AU/INTERNATIONAL](https://www.tafensw.edu.au/international)



REFUND POLICY FOR INTERNATIONAL STUDENTS

REGISTRATION/APPLICATION FEES ARE NOT REFUNDABLE AND TUITION FEES ARE NOT REFUNDABLE IF:

- A student fails to comply with the conditions of enrolment at TAFE NSW.
- 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 prorata 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.
- 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
- 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 refunded.
- 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

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.