



Refund Request Form

International Student Program

How to complete this form

- Refund applications must be typed. Handwritten forms will not be accepted.
- Print it to sign and scan the form.
- This form must be completed by a parent or carer only.
- This form must be completed in English.
- Please return this completed form, along with any supporting documentation, to Caroline Chisholm Catholic College, 204 Churchill Avenue, Braybrook 3019 or email to internationalprograms@cccc.vic.edu.au

Refund Policy

- This refund policy applies to students enrolled or previously enrolled in the International Student Program (ISP):
- The College deducts a \$500 refund administration fee for processing refunds in certain circumstances. Where the \$500 refund administration fee is payable and the refund amount due is calculated at \$500 or less prior to charging the refund administration fee, no refund will be paid to the claimant.
- The following fees are not refundable:
 - Application Fee
 - Enrolment Amendment Fee
 - School Transfer Fee
 - Default Administration Fee
 - Disciplinary regulations/enrolment cancelled.
- The exceptions are when a student is refused a visa to enter Australia or in the case of provider default prior to student commencement.
- For students leaving the International Student Program or transferring to another non-Victorian government provider, no refund will be paid until the student has withdrawn from the program by completing and submitting the **Withdrawal Form** and ceased studying. The Withdrawal Form can be found at www.cccc.vic.edu.au
- Fees for services paid to College-Accredited Education Agents (agents) by families are not covered by the Refund Policy.
- In the unlikely event that the College defaults and the course of study is no longer available, and the student has pre-paid the course, the College may offer the student a place in an alternative course. If the alternative course is not accepted by the student and they prefer a refund, a refund will be paid within 14 days from receipt of a completed copy of this form and all necessary supporting documents.
- Additionally, the Tuition Protection Service (TPS) is an Australian Government initiative to assist overseas students whose education providers are unable to fully deliver their course of study. The TPS ensures that overseas students are able to complete their studies in another course or with another education provider, or receive a refund of their refund of unspent tuition fees. For more information, see the TPS website www.tps.gov.au
- The College will advise of the outcome of any refund request in writing and pay any refund due within 4 weeks of receiving a completed copy of this form and all necessary supporting documents. The exception is in case of provider default, where any refund due will be paid within 14 days of receiving the completed form and all necessary supporting documents.
- Failure to provide appropriate details or documentary evidence may result in your refund being delayed.
- Refunds are paid to parents or carers. Upon instruction from the parents or legal guardians in this Refund Request form, refunds will be paid to students (if over 18 years of age) or agents.
- Refunds are paid by telegraphic transfer or electronic bank transfer.
- All refunds are paid in Australian dollars and the College is not responsible for any foreign exchange losses.

- The College may, in its discretion, amend this refund policy at any time and without notice. If the College amends this refund policy, all refund applications made on or after the date of the amendment will be assessed under the amended policy.

Refund of Overseas Student Health Cover

- Standard, full fee dependant and study abroad overseas students studying in Australia are required to have overseas student health cover (OSHC).
- If you have elected to use Medibank Private or another healthcare provider for your OSHC needs, you should contact your provider directly with any queries regarding OSHC refunds.

Refund Progress Enquiries

- Enquiries about your refund progress can be made to the Business Manager, by emailing www.cccc.vic.edu.au or by calling +61 3 9296 5311.

Appealing a Refund Decision

- If you are dissatisfied with the outcome of your refund request you have 28 days to lodge an appeal from the date you receive written notification from the College of the refund decision.
- Your appeal application must set out the reasons for requesting a review of the decision. The application and any supporting documentation should provide enough detail for the reviewer to make an informed decision regarding the request for review. Each request for review will be considered on its merits in conjunction with any supporting documentation provided.
- The College prefers that you complete and submit the **Appeals Form** on the www.cccc.vic.edu.au website, however, requests for an appeal will be considered when received in other written formats. Appeal applications should be emailed to: internationalprograms@ccc.vic.edu.au
- Please see the **Appeals Form** for further details about appeals.
- The right to make complaints and seek appeals of decisions and action under various processes does not affect your right to take action under the Australian Consumer Law, if Australian Consumer Law applies.

Privacy Policy

The College must comply with Victorian Privacy Laws when collecting and handling all personal and health information.

For further information, see the College's Privacy Policy at: www.cccc.edu.au

Documentation Acronyms

- CoE – Certificate of Enrolment
- COP – Confirmation of Placement
- DHA – Department of Home Affairs
- ISP – International Student Program
- OSHC – Overseas Student Health Cover
- TPS – Tuition Protection Service
- AEAS test results - Australian Education Assessment Service
- IELTS - International English Language Testing System
- ELICOS - English Language Intensive Courses for Overseas Students
- CAAW - Confirmation of Appropriation Accommodation and Welfare
- DIBP - Department of Immigration and Border Protection
- TIS - Translating and Interpreting Service
- DET - Department of Education and Training
- ESOS - Education Services for Overseas Students

Refund Criteria

Full or partial refunds are granted when assessed as meeting the following circumstances, and with the provision of the relevant required documentary evidence.

| Tick if applicable | Circumstance | Evidence Required | Pre-Commencement Refund Due | Post-Commencement Refund Due | Timeframe to Pay Refund |
|---------------------------------------|--|---|---|--|-------------------------|
| <input type="checkbox"/> | Student has received a Confirmation of Enrolment (CoE) or Confirmation of Placement (COP) but is refused a visa to enter Australia | Letter of visa refusal from the Department of Home Affairs (DHA) | Full refund of all fees paid less 5 per cent of the total fees received (excl. health cover) or \$500, whichever is the lesser amount | Not applicable | 4 weeks |
| <input type="checkbox"/> | Student cancels any time after commencing and does not have an appropriate written agreement in place | Completed withdrawal form from the parent | Not applicable | Refund of all unused tuition fees paid calculated from the end of the week of cancellation | 4 weeks |
| Student Default Circumstances | | | | | |
| <input type="checkbox"/> | Student receives a fee exempt visa | Visa grant letter from DHA | Full refund of tuition fees paid less \$500 refund administrative fee | Refund of unused tuition fees paid calculated from the day on which the visa change was granted less \$500 refund administrative fee | 4 weeks |
| <input type="checkbox"/> | Student withdraws any time during the Semester after commencing | Completed withdrawal form from the parent. AND If transferring to another Australian educational institution, a copy of CoE/offer letter from a CRICOS registered provider that accepts appropriate accommodation and welfare responsibility for under 18 students, OR If returning home, a copy of the flight ticket | Not applicable | No refund for current Semester. Refund of any future tuition fees paid less \$500 admin fee | 4 weeks |
| <input type="checkbox"/> | Student withdraws between Semesters after commencing | Completed withdrawal form from the parent. AND College letter/email confirming cancellation of enrolment from the International Student Program | Not applicable | Refund of any future tuition fees paid less \$500 admin fee | 4 weeks |
| <input type="checkbox"/> | Student withdraws application for any reason before a CoE or COP is issued | College letter/email confirming cancellation of enrolment from the International Student Program | Full refund of tuition fees paid less \$500 refund administrative fee | Not applicable | 4 weeks |
| <input type="checkbox"/> | Student has received a CoE or COP but does not proceed with visa, cancels their course, or fails to commence | Letter of cancellation from DHA | Full refund of tuition fees paid less \$500 refund administrative fee | Not applicable | 4 weeks |
| <input type="checkbox"/> | DHA cancels the student's visa for any reason, other than provider default | Letter of cancellation from DHA | Full refund of tuition fees paid less \$500 refund administrative fee | No refund for current Semester. Refund of any future tuition fees paid less \$500 refund administration fee | 4 weeks |
| <input type="checkbox"/> | The College cancels student's enrolment due to breaching the College's Attendance, Course Progress or Behaviour Policies | Letter of cancellation from the College | Full refund of tuition fees paid less \$500 refund administrative fee | No refund for current Semester. Refund of any future tuition fees paid less \$500 refund administration fee | 4 weeks |
| <input type="checkbox"/> | Student commences, then defers study but fails to recommence | Completed withdrawal form from the parent | Not applicable | No refund for the Semester that they deferred. Refund of any future tuition fees paid less \$500 refund administration fee | 4 weeks |
| Provider Default Circumstances | | | | | |
| <input type="checkbox"/> | The College cancels the student's enrolment before the start of a course and the student has not already cancelled their enrolment | Letter of cancellation from the College | Full refund of all fees paid | Not applicable | 14 days |
| <input type="checkbox"/> | The College is unable to continue to deliver the program once the student has commenced and the student has not already withdrawn | Letter of cancellation from the College | Not applicable | Refund of all unused tuition fees paid calculated from the end of the week of cancellation | 14 days |

Student Details

| | |
|--------------------|---|
| Student First Name | <input type="text"/> |
| Student Last Name | <input type="text"/> |
| Student ID Number | <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> |
| School | Caroline Chisholm Catholic College |

Name of Applicant

The applicant must be the parent or carer only.

Title Mr Mrs Ms Dr

| | |
|----------------------------|----------------------|
| Full Name of Refund Payee: | <input type="text"/> |
| First Name | <input type="text"/> |
| Last Name | <input type="text"/> |
| Relationship to student | <input type="text"/> |

Email

The refund outcome will be emailed to the email address held on file for the parents. If any additional parties should receive a copy of the refund outcome, provide the email address here.

| | |
|------------------|----------------------|
| Additional Email | <input type="text"/> |
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Refund Payee

Please note that refunds are paid to parents, carers, students over 18 years of age and agents. Please indicate who should receive this refund.

| | |
|-----------------------|----------------------|
| Name of Refund Payee: | <input type="text"/> |
|-----------------------|----------------------|

Payment Method

Please select one refund option only below.

- | | |
|--------------------------|---|
| Payment within Australia | <input type="checkbox"/> Electronic Fund Transfer |
| International Payment | <input type="checkbox"/> Telegraphic Transfer (only available for refunds outside of Australia) |

Refund Payee Details

First Name / Organisation

Last Name

Street Address

Suburb/Town

Province/State

Country

Postcode/Zip Code

Home/Work Phone Number
(including area code)

Mobile Phone Number
(including area code)

Email Address

Australian ABN
(if applicable)

Refund Payee Bank Details

Account Holder Name

Bank Name

Bank Address

Branch Number (BSB)

Account Number

Swift Code / IBAN Number
(international payments)

IFSC Code
(India payments only)

Declaration

I declare that the information that I have provided in this application is true and correct.

Parent/Carer Name

Parent/Carer Signature

Date