

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.

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| Student ID: _____ | Title: Mr / Miss / Mrs / Ms / Other: _____ |
| Surname: _____ | Given Names: _____ |
| Date of Birth: _____ | |
| Address: _____ _____ | |
| Country: _____ | Phone: _____ |
| Email: _____ | |
| 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 / MUELC Fees 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 / MUFY / MUELC Fees 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.

| | |
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| Payment into a bank account – refund transferred directly into an Australian or Overseas bank account. | |
| Australian Bank Account – Electronic Funds Transfer (EFT) | |
| 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"/> |
| Overseas Bank Account – Telegraphic Transfer (TT) | |
| 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"/> | |
| Bank Name: _____ | |
| Bank Street Address: _____ _____ | |
| SWIFT Code (eg. HSBCHKXXXX): _____ (Contact your bank for details if unsure) | |

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|--|--|
| Overseas Bank Draft / Cheque | |
| Note: Refunds are normally made in the currency of your country of permanent residence with the exceptions of drafts to PR China, India and 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 be sent to: _____ _____ | |

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|---|-------------------------------|
| Credit Card Refund – Only to be used if original payment was by credit card | |
| 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"/> | |
| Expiry Date: ____/____ | Cardholder's Signature: _____ |

- This form can be submitted:
- In person – at the Student Service Centre on your campus
 - By fax – (03) 9543 9314
 - 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@monash.edu.

Monash University / Monash College / Monash University Foundation Year (MUFY) Fees Refund (excluding MUELC)

Monash observes the principles of the Australian National Policy on Fee Refunds established by Universities Australia. Provisions of the ESOS Act 2000 and the ESOS Regulations apply in the event that Monash, as a registered provider, defaults on this agreement on refunds.

International Student Refund

- To be eligible for a refund (less applicable administrative charges), you must withdraw from a course within the first four (4) teaching weeks (or (4) four weeks of a research program).
- Where fees are paid by a party on your behalf, Monash reserves the right to notify that party.
- If enrolled and you withdraw from a course for whatever reason beyond the Census date in that teaching period, you shall not be eligible for a refund.
- The funds covering the tuition fees must be cleared (i.e. cheques cleared, telegraphic transfers received, etc).
- Any equipment issued (e.g. Monash University Foundation Year - MUFY Virtual Lab) to the student for use during their course must be returned to Monash College Pty Ltd or the replacement value of A\$1,000 will be deducted from the refund amount.
- The refund amount is calculated after all outstanding debts to Monash University and/or Monash College Pty Ltd have been paid.
- All debts to Monash must have been paid before any refund can be calculated with any outstanding amounts to be deducted from the refund.
- The refund will be made to the same person or party from whom the payment was received on behalf of the student.
- Refunds will be paid within four (4) weeks of receiving a written claim from you.
- A refund will normally be made in the currency of your 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 is not liable for any variance due to foreign exchange rate fluctuations.

In the event of a course not being delivered

In the unlikely event that Monash is unable to deliver your course in full, you will be offered a refund of all the course money you have paid to date for that course. The refund will be paid to you within two (2) weeks of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in another course by Monash at no extra cost to you. You must 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 must sign a document to indicate that you accept the placement.

The grounds for refunds are as follows:

Full refunds

Except as otherwise set out here, a full refund means all of the course money you have paid to date for that course. A full refund will be made:

- a) in the event that the offer set out in this agreement is withdrawn by Monash;
- b) where Monash is unable to provide the course;
- c) where you were not able to meet a condition of the offer set out in this agreement;
- d) where you have been excluded by Monash/Monash College for failure to meet course progression rules but the refund applies only in respect of fees paid for that part of the course not yet delivered at the date the exclusion from learning opportunities takes effect;
- e) where there is a refusal by Australian Government authorities to grant you a student visa;

- f) where you are a commencing student and withdraw or discontinue from your course more than four (4) weeks prior to the commencement of teaching or more than four (4) weeks prior to the commencement of a research program;
- g) when illness or disability prevents you from commencing study in a course in this agreement;
- h) if Monash makes this offer on the basis of incorrect or incomplete information being supplied by you and this agreement is terminated prior to commencement of any study;
- i) if you are a continuing student and re-enrol, then withdraws before the census date (as no refunds are made after census date), then you will be refunded course fees applicable to that re-enrolment and any other course fees paid in advance;
- j) when death of a close family member (parent, sibling, spouse or child) occurs and this prevents you from commencing the course; or
- k) when other special or extenuating personal circumstances prevent you from commencing a course, and which may be accepted for a full or partial refund at the discretion of the Manager, Student Finance at Monash, or their nominee, upon review of a submission made by you to Monash /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).*

A partial refund means a portion of the course money you have paid to date for that course. A partial refund will be made to commencing students where you:

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

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

No Refund

If you withdraw after the census date of the semester/trimester for which you are enrolled, you will not be eligible for a refund for that semester/trimester and will only be refunded any course fees paid in advance.

Note: If you are a Higher Degree by Research student who withdraws more than four (4) weeks after the commencement of the course but before the census date you will not be eligible for a refund for the research period that was undertaken.

Refund of packaged offers

- Once you enrol a full refund of deposit paid for packaged offers will be made in the circumstances set out in (a) to (k) of the Full Refunds section above.
- In instances where the circumstances set out in (a) to (k) of the Full Refunds section above is not applicable, an administrative fee of A\$1,000 will be deducted from the refund amount.

Complaints and appeals concerning refund application

In the event that you wish to contest a Monash rejection of your request for a refund, you have access to established dispute resolution procedures, which do not circumscribe your right to pursue other legal remedies. These dispute resolution procedures can be found at:

<http://www.adm.monash.edu.au/execserv/student-grievances/>

Monash University English Language Centre (MUELC) Fees Refund and Transfer

This sets out the circumstances under which you may transfer fees or obtain a full or partial refund.

Refund

- To be eligible for a refund (less applicable administrative charges), you must provide notice and withdraw from the English course prior to commencement or enrolment date.
- Where fees are paid on your behalf, MUELC reserves the right to notify that party.
- The refund will be made to the same person or party from whom the payment was received on your behalf.
- Any debts to MUELC must be paid before any refund can be calculated with outstanding amounts being deducted from the refund.
- Refunds will be paid in Australian dollars within four (4) weeks of receiving a written claim from you.

Full Refunds

A full refund will be made:

- If MUELC refuses your application for enrolment;
- Where there is a refusal by Australian Government authorities to grant you a student visa to commence;
- Where written notice of cancellation is received from you more than 4 weeks prior to your commencement of the course.

In the unlikely event that Monash University English Language Centre (MUELC) is unable to deliver your course and unable to place you in a suitable alternative course, a full refund will be made within two (2) weeks of receipt of application.

Partial Refunds

A partial refund will be made where you give less than four (4) weeks of written notice of cancellation prior to the commencement of the course. MUELC will retain a non-refundable amount equivalent to five (5) weeks of the tuition fee.

No Refund

The administration fee of A\$250 for all MUELC courses and A\$100 for Introductory Academic Programs will not be refunded.

A refund will not be given if:

- written notice of withdrawal is received after enrolment or the commencement date of the course; or
- you fail to enrol.

Transfer of Fees

- Tuition fees are only transferable to formal award courses at Monash University or Monash College. Evidence of acceptance into the award course at Monash University or Monash College must be provided when transfer of fees is requested.
- No transfers will be made to another ELICOS Centre, an education institution other than Monash University of Monash College or to another student.
- MUELC will retain no more than 30% of the cancelled portion of fees paid.

The administration fee will not be transferred.

Complaints and Appeals

In the event that you wish to contest MUELC's rejection of your request for a refund, you may access the Centre's dispute resolution procedures which can be found at:

<http://www.monashcollege.edu.au/assets/doc/el-grievance-policy-procedure.pdf>