



## Refund Request Form

Part A: Personal Details	
Given Name:	Family Name:
Student ID:	Date of Birth:
Contact Number:	E mail Address:
Part B: Refund Reason	Supporting Documentation
<input type="checkbox"/> Visa refusal <input type="checkbox"/> Airport pick-up <input type="checkbox"/> Withdrawal <input type="checkbox"/> Overpayment <input type="checkbox"/> Other: please specify _____	<input type="checkbox"/> Letter from DIBP informing of visa refusal <input type="checkbox"/> Proof of payment made <input type="checkbox"/> Reasons in writing, and airline ticket home <input type="checkbox"/> Proof of payment <input type="checkbox"/> Relevant documentation depends on reasons (eg. Death certificate, medical certificate)
Part C: Payment Details	<b>Refunds will be sent to the credit card from which fees were received.</b>
Bank Name:	
Account Name:	Account Number:
BSB Number:	SWIFT Code:
Bank Address:	
Part D: Student Declaration	
<p>* Your request will be assessed in accordance with the Refund Policy available: <a href="http://www.latrobemelbourne.edu.au/policies">http://www.latrobemelbourne.edu.au/policies</a></p> <p>* Refund process may take up to 10 working days.</p> <p>* I have read the refund policy as stated above.</p> <p>* I agree with the conditions of refund and declare that I am the person for whom this refund is to be paid.</p>	
Signed: _____	
Date: _____	

Notes: In case where refund is refused, students have a right to appeal – please send your appeal to [appeals@latrobemelbourne.edu.au](mailto:appeals@latrobemelbourne.edu.au)

<b>Office Use Only:</b>
Percentage of refund:
Admissions / Student Services:
Date:

AP administration code to: 111.11.011.121.0.8108.0.0.0

**Refund policy ELICOS (English Language Students):**

Notification Period	Refund
<b>Visa Refusal prior to Course Commencement</b>	
Evidence of refusal necessary	Total course fee minus the lesser of (i) 5% of the amount of course fees received by the provider before the default day, or (ii) \$500 (*Course fees = tuition fees + non-tuition fees received by the provider)
<b>Withdrawal from Program before Course Start Date</b>	
More than 4 weeks	90% of fees*
4 weeks or less	80% of fees*
<b>Withdrawal from Program after Course Start Date</b>	
Withdrawal after commencement date	No refund of fees
Late arrival	No refund of missed classes
<b>Visa Refusal after Course Commencement</b>	
Visa renewal refusal	Less \$500 (Education Services for Overseas Students (Calculation of Refund) Specification 2014)

**(FSDP) Foundation Studies and Diploma Program International Students:**

Notification Period	Refund
<b>Visa Refusal prior to Course commencement</b>	
Evidence of refusal necessary	Total course fee minus the lesser of (i) 5% of the amount of course fees received by the provider before the default day, or (ii) \$500 (*Course fees = tuition fees + non-tuition fees received by the provider)
<b>Withdrawal from Program before Course Start Date</b>	
More than 10 weeks	75% of fees*
More than 4 weeks and up to 10 weeks	40% of course fees*
4 Weeks or less	20% of course fees*
<b>Withdrawal from Program after Course Start Date</b>	
4 Weeks or less	20% of fees*
More than 4 weeks	No refund
<b>Visa Refusal after Course Commencement</b>	