

## REFUND APPLICATION FORM

There is a mandatory Administration fee of \$300 for every refund. This form must be completed in Uppercase.

<b>Student Number</b>		<b>Date of Birth</b>	
<b>Surname</b>		<b>Given Name</b>	
<b>Telephone</b>		<b>Mobile</b>	
<b>Address</b>	Number & Street:		
	Suburb/Town:		Postcode/Zip code:
<b>Email Address</b>			
<b>Course Name</b>		<b>Start Date</b>	
<b>Agent Name</b>		<b>Country &amp; City</b>	

### REASON FOR REFUND

Department of Immigration And Citizenship (DIAC) refused to grant a Student Visa (supporting documentary evidence must be provided)     Offshore visa application     Onshore visa application

The College is unable to provide the program

Withdrawing or cancelling due to compassionate and compelling circumstances (as deemed by University Preparation College). Supporting documentary evidence must be provided.

Transferring to another provider as approved by University Preparation College (Release Letter provided along with Transfer Request Form)

Other (Please specify)

Student Signature:

Date:

**Note:** For refund of Overseas Student Health Cover (OSHC), students who have commenced their studies will be required to apply to OSHC Worldcare directly for reimbursement of monies paid.

### PAYMENT DETAILS FOR BANK CHEQUE / BANK DRAFT

<b>Surname (Mr/Ms/Mrs)</b>		<b>Given Name</b>	
<b>Telephone</b>		<b>Fax</b>	
<b>Address</b>	Number & Street:		
	Suburb/Town:		Postcode/Zip code:
	Province/State:		Country:
<b>Email Address</b>			

### PAYMENT DETAILS FOR ELECTRONIC PAYMENTS

Name of Account Holder			
BSB Number/Swift Code		Account number	
Bank Name			
Bank Branch Name & Address			

### STAFF USE ONLY

Received by		Date:		Checked by		Date:	
Fee Checked by		Date:		Approved by		Date:	

## REFUND POLICY

The College's policy on the refund of fees has been determined in accordance with the Education Services for Overseas Student Act 2000 (ESOS Act 2000) and the Education Services for Overseas Student Regulations 2001 (ESOS Regulations 2001). This policy applies to all International Students irrespective of who pays the fees.

### Refund Conditions

**Definitions:** There are two terms that affect the calculation and processing of refund. There is a \$300 Administration Fee for all refund processing. Refund will only be paid to the applicant or a third party appointed by the student through an Australian Dollar draft.

### UPC Default

This occurs when:

- a. The College is unable to provide the course for which an offer has been made. An alternate offer of a place will be offered at no extra cost to students as well as the refund option.
- b. An offer of a place is withdrawn by UPC (The exception is when the offer was made on the basis of intentional incorrect information).

### Student Default

This occurs when the student indicates he or she is not going to commence or continue in the course. Circumstances:

- a. The student application for a visa is not granted.
- b. The student does not commence the course on the agreed start date.
- c. The student withdraws or cancels their enrolment in the course.
- d. The student fails to pay fees due to the College in order to undertake or continue in the course.
- e. The student breaches a condition of the student visa.
- f. The student's enrolment is terminated by the College due to a serious breach of policy and College rules.

### FULL REFUND OF TUITION FEE

A full refund will be granted under the following circumstances:

- UPC Default
- The applicant is unable to obtain or to renew a visa from an Australian Diplomatic Office.

The refund amount will include 100% of tuition fee.

- For visa refusal students or students who have not yet arrived in Australia: 100% of any money paid to the College for private health insurance on behalf of the medical insurance provider (OSHC) and 100% of any optional fees paid by the student as set out in the letter of offer.
- For other cases where the students have already been in Australia, refunds of third parties' services are subject to those companies' refund policy.

### PARTIAL REFUND OF TUITION FEE

The following conditions are student default except the case of visa refusal. The amount of partial refund is determined as follows:

Request is 10 or more weeks before the commencement of each term.	refund is 90% of tuition fees for that term.
Request is less than 10 weeks but more than 4 week before the commencement of the term.	refund is 70% fees of tuition fees for that term
Request is less than 4 week before the commencement of the term.	the student will not be eligible for a refund for the fees for that term. Refunds of fees paid in advance for the remaining terms are calculated as above.
If a student withdraws from a course on or after the commencement of the course.	the student will not be eligible for a refund for the fees for that term. Refunds of fees paid in advance for the remaining terms are calculated as above.

## NO REFUND OF TUITION FEE

Falsified documents or intentionally misleading information on application forms that have influenced the decision to offer a place in a course.	Your placement in the course is reassessed and may lead to cancellation of the enrolment. This automatically disqualifies you from any refunds.
Student is terminated due to serious breach of the College policy and rules and/or a breach of visa conditions including non-attendance or unsatisfactory progress	No refund
Student defers enrolment and commencement date	Tuition fees will be held by the College until course commencement date.
Student leaves the course and College and does not notify the College or formally cancel the enrolment in the College.	Automatically disqualifies you from any refunds and the College will invoice the student for the balance of fees owing.

## HOW TO CLAIM A REFUND OF TUITION FEE

### UPC default

The student must complete the **Refund Application Form** to provide the College his/her Bank Account details for transferring of the refund money.

### Student default or withdrawal

To claim any refund, the student must complete the **Refund Application Form** and return it with the receipt of course fees or the CoE(s) and certified copies of any supporting documents (such as Visa rejection letter, etc.) to the College. The College will respond in writing to the refund request with an explanation of the student's current financial status and calculations showing refund fees payable to the student within 2 weeks (10 working days) from the receipt of the **Refund Application form and documents required as evidence**. The payment is processed within a maximum 4 weeks (20 working days) from the date on the refund calculation letter. The refund will be paid in Australian dollars.

The refund policy does not remove the student's right to appeal the refund decision or calculation made by the College according the complaints and appeals policy.