

## PFS02 Application for Refund of Fees Form

| Student details  |                          |
|--|--------------------------|
| <b>Student Name:</b>   |                          |
| <b>Student ID</b> <i>(if applicable):</i>  |                          |
| <b>Course Enrolled:</b>  |                          |
| <b>Contact Details:</b>  | <b>Phone:</b>            |
|  | <b>Address:</b>          |
|  | <b>Email:</b>            |
| <b>Date:</b>   |                          |
| Reason for refund  |                          |
| Failure to obtain Student Visa <i>(for international students only)</i> (please provide documentary evidence)  | <input type="checkbox"/> |
| Change of course (please specify and provide documentary evidence)   | <input type="checkbox"/> |
| Other (please specify and provide documentary evidence)  | <input type="checkbox"/> |
| Provide details for the refund request   |                          |
|  |                          |
| Refund processing details  |                          |
| <b>NOTE:</b> Refund will be paid only to the student that has made the application. Refund will not be paid to any third party or representative of the student unless there is sufficient documentary evidence that there is a direct relationship with student. (PPPS011 Fees and Refund Policy and Procedures.) |                          |
| <b>Direct Credit (within Australia)</b>  | <input type="checkbox"/> |
| Account Holder Name:   |                          |
| Name of Bank:  |                          |
| BSB No. (in Australia):  |                          |
| Account No:  |                          |
| <b>BY Cheque (within Australia only)</b>   | <input type="checkbox"/> |
| Account Name:  |                          |
| <b>Telegraphic Transfer (Overseas)</b>   | <input type="checkbox"/> |
| Name of Bank:  |                          |
| Bank Address:  |                          |
| Bank Branch:   |                          |
| Account Holder Name:   |                          |
| Account No:  |                          |
| Swift Code:  |                          |
| IFSC Code (India only):  |                          |

## Outline of Refund Policy – Refund Situations

(Please refer to PPPS011 Fees and Refund Policy and Procedures for the full details).

### Refund Situations for International Students

| Type   | Time Frame  | Amount Refunded  | Documents  |
|--|---|--|--|
| VISA Refusal (offshore students)   | At any time   | 100% refund of the paid tuition fee and material fee. The \$250.00 application fee is not refundable.<br><i>Note: if the visa refusal is due to false or misleading information about student identity, previous qualifications and experiences or other relevant information in support of student visa application in order to obtain migration, there will be no refund for paid tuition fee.</i>   | Application for Withdrawal Form<br>Refund Application Form if applicable<br>Proof of VISA Refusal  |
| VISA Renewal Refusal (onshore students)  | After the course has commenced  | Paid tuition fees that have not been spent will be refunded. Spent tuition fee is payable to the college. Material fee (if applicable) and the \$250.00 application fee are not refundable.<br><i>Note: if the visa renewal refusal is due to false or misleading information about student identity, previous qualifications and experiences or other relevant information in support of student visa application in order to obtain migration, there will be no refund for paid tuition fee.</i> | Application for Withdrawal Form<br>Refund Application Form if applicable<br>Proof of VISA Refusal  |
| Student breach of VISA conditions, suspension or cancellation of enrolment by the college or the student transfer to another registered provider and has been granted release letter | At any time after commencement of a course  | No refund for the paid tuition fee for the current course. Outstanding tuition fee scheduled in the Letter of Offer that becomes due for the current course is payable to the college. Material fee and the \$250.00 application fee are not refundable.   | Application for Withdrawal Form<br>Refund Application Form if applicable<br><br>Relevant documents:<br>Proof of VISA Refusal, or a valid offer letter from another registered provider, or flight ticket |
| Withdrawal, Transfer or Enrolment Cancellation (The withdrawal application is subject to the approval by the college)  | Written notification provided 28 days or more before the commencement of the course | 10% of total tuition fee will be retained by the college and is payable to the college. The remaining paid tuition fee will be refunded. Material fee will be refunded. The \$250.00 application fee is not refundable.  | Application for Withdrawal Form<br>Refund Application Form if applicable<br><br>Relevant documents:<br>Proof of VISA Refusal, or a valid offer letter from another registered provider, or flight ticket |
|  | Written Notification provided less than 28 days before commencement of the course   | 20% of total tuition fee will be retained by the college and is payable to the college. The remaining paid tuition will be refunded. Material fee and the \$250.00 application fee are not refundable.   |  |
|  | Written notification provided after the course has commenced                        | No refund for the paid tuition fee for the current course. Outstanding tuition fee scheduled in the Letter of Offer that becomes due is payable to the college. Material fee and the \$250.00 application fee are not refundable.  |  |
| Student does not commence the course on the start date for any reason and subsequently provides notice of withdrawal from the course   | At any time after commencement of a course  | No refund for the paid tuition fee for the current course. Outstanding tuition fee scheduled in the Letter of Offer that becomes due is payable to the college. Material fee and the \$250.00 application fee are not refundable.  | Application for Withdrawal Form<br>Refund Application Form if applicable<br>Any relevant supporting documents  |
| COLLINS ACADEMY is unable to deliver the course for any reasons  | On the course commencement date   | 100% refund of the paid tuition fee and material fee. The \$250.00 application fee is not refundable.  | Application for Withdrawal Form<br>Refund Application Form if applicable   |
| COLLINS ACADEMY is unable to complete the delivery of the course that has been started   | After commencement of a course  | Paid tuition fee that has not been spent will be refunded. Spent tuition fee is payable to the college. Paid material fee that has not been spent will be refunded. The \$250.00 application fee is not refundable.  | Application for Withdrawal Form<br>Refund Application Form if applicable   |
| Withdrawal from Recognition of Prior Learning (RPL process)  | After Submission of the fees  | Paid RPL assessment fee and \$100.00 application fee are not refundable.   | Application for Withdrawal Form<br>Refund Application Form if applicable   |

## Refund Situations for Domestic Students

| Amount Refunded  | Situations  |
|--|---|
| Full refund of total fees paid by student minus Administrative Fee (\$250) | <ul style="list-style-type: none"> <li>▪ Before Course Commencement</li> </ul>  |
| No refund  | <ul style="list-style-type: none"> <li>▪ After course commencement date as per Confirmation of Enrolment has passed.</li> <li>▪ The student's enrolment is cancelled, including if the student is cancelled for unsatisfactory progress.</li> <li>▪ The terms and conditions of the LOO entered into by the student and the Institute are breached, including any breach of Institute policy.</li> <li>▪ A student whose enrolment is either suspended or cancelled by the Institute for whatsoever reason, including but not limited to misbehaviour or non-payment of fees to the Institute, shall not be eligible for a refund.</li> </ul> |

### Student Declaration

I understand that the application will be assessed for eligibility for refund according to PPPS011 Fees and Refund Policy and Procedures. I acknowledge that I have read and understood the PPPS011 Fees and Refund Policy and Procedures.

|                   |  |              |  |
|-------------------|--|--------------|--|
| <b>Signature:</b> |  | <b>Date:</b> |  |
|-------------------|--|--------------|--|

### FOR Office Use Only

|                          |   |   |     |       |  |
|--------------------------|---|---|-----|-------|--|
| <input type="checkbox"/> | Admissions (for visa refusal) - verified that visa has been refused on PRISMS (include printout of PRIMIS/VEVO/COR event change report) | By:   |     | Date  |  |
| <input type="checkbox"/> | Student Service - Cancellation / Withdrawal process completed   | By:   |     | Date: |  |
| <input type="checkbox"/> | Finance Dept. - Verify the correctness of Bank Account details  | By:   |     | Date  |  |
| <input type="checkbox"/> | Finance Dept. - Check the amount to be refunded (commission, OSHC, App Fee, Admin Fee, Date of Application)                             | By:   |     | Date  |  |
| <input type="checkbox"/> | Finance Dept. - A letter for refund application completed   | By:   |     | Date  |  |
| <input type="checkbox"/> | Finance Dept - note made on student file (if available)   | By:   |     | Date  |  |
| <input type="checkbox"/> | CEO or Nominee- Refund was approved, and the transaction completed  | By:   |     | Date  |  |
| <input type="checkbox"/> | Finance Dept. - follow the File Closing process   | By:   |     | Date  |  |
| <input type="checkbox"/> | Informing the student by  | <input type="checkbox"/> Email                | By: | Date  |  |
|                          |   | <input type="checkbox"/> Face to face meeting | By: | Date  |  |

|                                   |   |  |              |
|-----------------------------------|---|--|--------------|
| <b>Staff in charge Name:</b>      |   |  |              |
| <b>Staff in charge Signature:</b> | <table border="1" style="width: 100%;"> <tr> <td style="width: 60%;"></td> <td style="width: 40%;"><b>Date:</b></td> </tr> </table> |  | <b>Date:</b> |
|                                   | <b>Date:</b>  |  |              |