

## Application for Refund or Transfer of Fees

### Section A: Student details

Family name \_\_\_\_\_ Given name \_\_\_\_\_  
 Student ID \_\_\_\_\_ Course \_\_\_\_\_

Are you applying for Fee Refund?  Yes *(Please complete Section B,C,D and F of this form)*

Are you applying for Fee Transfer?  Yes *(Please complete Section B,C,E and F of this form)*

### Section B: Contact details

	Address in Australia*	Address overseas
Address		
Phone number		
Mobile number		
Email		

### Section C: Reason for Fee Refund or Fee Transfer – student statement

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

### Section D: Overseas banking details *(Please use capital letters)*

Do you require the amount to be refunded to an overseas banking account?  Yes *(Please fill below)*

*A processing fee of \$25 (AUD) will be deducted from your refund*

Beneficiary name \_\_\_\_\_

Beneficiary address \_\_\_\_\_  
 \_\_\_\_\_

Beneficiary account number \_\_\_\_\_

Beneficiary account name \_\_\_\_\_

Bank name and address \_\_\_\_\_  
 \_\_\_\_\_

Swift code (e.g. HSBCKHHHXXX) \_\_\_\_\_

Do you require the amount to be refunded as a bank draft?  Yes *(Please fill below)*

Bank draft payable to \_\_\_\_\_

Address draft to be sent to \_\_\_\_\_  
 \_\_\_\_\_

### Section E: Fee Transfer details *(Please use capital letters)*

Transfer amount \$ \_\_\_\_\_

Transfer to  Monash College  Monash University  Other institution \_\_\_\_\_

Cheque payable to \_\_\_\_\_ *(Cheque will be posted to this address\*)*

### Section F: Student declaration

I declare that I the information provided by me is true and complete and that it is my responsibility to provide all necessary documents to support my request for refund/transfer. I have read and understood the refund/transfer policy (see reverse) and agree to these regulations.

Signature \_\_\_\_\_

Date \_\_\_\_\_

### Office use only

Attachments:  Payment receipt     Offer letter     IELTS results     Academic results  
 Student enrolment variation notice     Visa refusal letter (DIAC)

## Application for Fees Refund or Fees Transfer

### Refund of Fees Policy

*This policy is applicable to students who are currently studying at MUELC*

#### Full Refund

MUELC agrees to refund in Australian dollars to the original fee paying party within 28 days of receipt of written notice of cancellation by the student:

- where MUELC refuses the application for enrolment;
- on presentation of certified evidence that the Australian immigration authority has rejected an application for a student visa;
- where the written notice of cancellation is received more than 28 days prior to commencement of the course; or
- Where MUELC is unable to provide the course

#### Partial Refund

MUELC agrees to refund in Australian dollars to the original fee paying party within 28 days of receipt of written notice of cancellation by the student, all tuition fees paid less the amounts to be retained as detailed below:

- If written notice of cancellation is received less than 28 days prior to the commencement of the course\* MUELC may retain a non-refundable amount equivalent to 5 weeks of tuition fee.

#### No Refund

The administration fee will not be refunded.

MUELC will make no refund of any tuition fees:

- If written notice of withdrawal is received after the commencement of the course\*; or
- the student fails to enrol

**\*Course:** Total period of study for which tuition fees have been paid

This agreement does not remove the right to take further action under Australia's consumer protection laws. Please refer to the MUELC handbook for the grievance policy.

### Transfer of Fees Policy

- Tuition fees are only transferable to formal award courses. Evidence of acceptance into the award course by the new institution must be provided when the transfer of fees is requested
- No transfers will be made to another ELICOS Centre 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.

This agreement does not remove the right to take further action under Australia's consumer protection laws. Please refer to the MUELC handbook for the grievance policy.

### Refund of Overseas Student Health Cover (OSHC)

Where a student has not arrived and has never resided in Australia, Monash University Fees Unit will claim the OSHC refund from the insurer on behalf of the student. Monash University Fees Unit will forward the OSHC refund to the student upon receiving the refund from the insurer.

Where the student has arrived or resided in Australia, it is the responsibility of the student to claim the OSHC refund from the insurer.

### Return address

This form can be submitted:

- In person - at the Student Services Centre on your campus
- By fax - (03) 9905 5274
- By mail - Monash College Pty Ltd, Building 73, Monash University, Clayton, VIC 3800, Australia

*The information on this form is used for the primary purpose of processing your request. Other purposes for collection include: correspondence, administrative matters, statistical analysis, compliance and legislative reporting requirements. If you do not complete all the questions on this form, it may not be possible to process your request. You have the right to access personal information that MUELC holds about you, subject to legislation, by contacting the Monash College Privacy Officer on +(61 3) 9905 8262*