

# REFUND OF INTERNATIONAL STUDENT FEES

Use this form to apply for a refund. VU will take up to four weeks to complete any refund. VU will not accept this form unless you **attach** all required documents. For more information refer to the International Fee Adjustment Procedure [www.vu.edu.au/courses/fees-assistance/refunds/international-refunds](http://www.vu.edu.au/courses/fees-assistance/refunds/international-refunds)

PLEASE PRINT IN BLOCK LETTERS

## 1. PERSONAL DETAILS

STUDENT ID:

DATE OF BIRTH:    /    /

FAMILY NAME (AS SHOWN IN PASSPORT): \_\_\_\_\_

GIVEN NAME (S): \_\_\_\_\_

EMAIL ADDRESS: \_\_\_\_\_

PHONE: \_\_\_\_\_

## 2. FEES TO BE REFUNDED (PLEASE TICK):

BACHELOR, GRADUATE, MASTER OR PHD

ELICOS (English)

NON-AWARD COURSE FEES

CERTIFICATE, DIPLOMA OR ADVANCED DIPLOMA

OTHER (PLEASE SPECIFY): \_\_\_\_\_

## 3. REFUNDS TO BE PAID IN AUSTRALIA:

If your reason for a refund is listed below, your refund will be sent to your Australian address as a cheque. Make sure your Australian address is updated on MYVU Student Portal. Print your address as shown on MYVU Student Portal (press Ctrl + P on your keyboard) and **attach** to this form.

OVERPAYMENT OF FEES

PERMANENT RESIDENCY GRANTED (**Attach** a copy of your passport, visa and a document confirming that your permanent residency has been granted)

REDUCTION IN ENROLLED HOURS (**Attach** a copy of the completed Reduced Study or Overload Form)

TRANSFER TO ANOTHER INSTITUTION (**Attach** the successful letter of release from VU and the letter of offer or eCoE from the other education provider)

ENGLISH CONDITION NOT MET (**Attach** letter from VU English)

PROVIDER DEFAULT (**Attach** VU letter confirming course is not being offered)

OFFER WITHDRAWN OR APPLICATION NOT PROCESSED (**Attach** VU letter confirming offer has been withdrawn or not being processed)

## 4. REFUNDS PAID OUTSIDE OF AUSTRALIA

If your reason for a refund is listed below, your refund will be sent to your non-Australian bank account by Globalpay. Remittance of refund will be in AUD, therefore the nominated bank account needs to accept AUD.

Register with GlobalPay to have your refund actioned:

<https://payee.globalpay.westernunion.com/PayeeManager/BeneficiaryEnrollment/SpecifyPayeeID.aspx?id=D02C59671EB443065A3DCD68BDDC4BDB>

\*If you have issues completing the Global Pay registration, contact GlobalPay online support by sending a request to [wubsonlinesupportaustralia@westernunion.com](mailto:wubsonlinesupportaustralia@westernunion.com), stating the issue in the subject line.

1. Enter your student ID number

2. Enter your contact details

3. Enter you bank account details

4. Take note of your registration reference number, and enter it below.

Enter your reference no. \_\_\_\_\_ and **attach** a printed copy of your registration (Beneficiary Enrolment page).

INTERMISSION (**Attach** your letter from VU showing that your Intermission has been granted)

NO AUSTRALIAN VISA (**Attach** Decision record from Department of Immigration & Border Protection)

VISA NOT ISSUED IN TIME (**Attach** documentation from Department of Immigration & Border Protection)

VISA APPLICATION WITHDRAWN (**Attach** documentation from Department of Immigration & Border Protection)

VISA APPLICATION NOT SUBMITTED (**Attach** documentation from Department of Immigration & Border Protection)

OFFER WITHDRAWN OR APPLICATION NOT PROCESSED (**Attach** VU letter confirming offer has been withdrawn or not being processed)

DISCONTINUATION OR WITHDRAWAL (**Attach** either a completed Course Discontinuation Application Form—higher education or a Course or Unit Withdrawal Application Form—TAFE, **plus the letter from VU confirming your Discontinuation or Withdrawal**)

Reason for withdrawal: \_\_\_\_\_

## 5. CHECKLIST

- I have completed my personal details.
- I have selected the fees to be refunded.
- If my refund will be paid in Australia, I have **attached** a printed copy of my mailing address from MYVU Student Portal.
- If my refund will be paid to a non-Australian bank account, I have registered with Globalpay and **attached** a copy of the registration and entered the reference number.
- I have selected the reason for my refund request, and **attached** any required documentation.

## 6. DECLARATION

I, \_\_\_\_\_, certify that the information provided above is true and correct, and that I have **attached** all required documentation.

STUDENT SIGNATURE: **X**

DATE:   /   /

SUBMIT THIS FORM IN PERSON TO:	POST THIS FORM TO:	*EMAIL THIS FORM TO:	CONTACT VU INTERNATIONAL
City Flinders Campus VUHQ Ground Floor, 300 Flinders Street Melbourne, Australia	Victoria University International City Flinders Campus PO Box 14428 Melbourne Victoria 8001 Australia	<a href="mailto:vui.refunds@vu.edu.au">vui.refunds@vu.edu.au</a>	Phone: +61 3 9919 1164 Web: <a href="http://www.vu.edu.au/international">www.vu.edu.au/international</a>
		*If you are submitting this form via email, please make the subject of the email your student ID plus the words 'Refund Form'.	

## PRIVACY INFORMATION

Victoria University is committed to the responsible collection and handling of your personal information in accordance with all relevant legislation, including the Privacy and Data Protection Act 2014 (Vic) and the Health Records Act 2001 (Vic) but also other laws that relate to privacy including the [www.austlii.edu.au/au/legis/vic/consol\\_act/cohrara2006433/](http://www.austlii.edu.au/au/legis/vic/consol_act/cohrara2006433/) "Charter of Human Rights and Responsibilities Act (Vic) (2006)", and the [www.austlii.edu.au/au/legis/vic/consol\\_act/sda1999210/](http://www.austlii.edu.au/au/legis/vic/consol_act/sda1999210/) "Surveillance Devices Act (Vic) (1999)", common law right to privacy and representations in privacy statements and contracts which attract the application of the [www.austlii.edu.au/au/legis/cth/consol\\_act/pa1988108/](http://www.austlii.edu.au/au/legis/cth/consol_act/pa1988108/) "Commonwealth Privacy Act (1988)". The personal information collected on this form will be used for the purposes of assessing and processing your application. Your personal information may be disclosed to Commonwealth and State Agencies such as the Department of Education, the Department of Immigration and Border Protection (DIBP) pursuant to reporting obligations under applicable legislation. Your personal information will also be disclosed to your overseas student health care provider and, if you are under 18 years of age, to the carer appointed for you under the National Code made under the Education Services for Overseas Students Act 2000. Your information will not be disclosed to other third parties without your consent. You have a right to access personal information that Victoria University holds about you. See the University's Privacy Policy for details, which can be accessed at <https://policy.vu.edu.au/view.current.php?id=00166>

## OFFICE USE ONLY - PAYMENT DETAILS

Course code:	Amount paid: A\$	Receipt number:
ELICOS course code:	Amount paid: A\$	Receipt number:
ELICOS Enrolment Fee:	Amount paid: A\$	Receipt number:
OSHC code:	Amount paid: A\$	Receipt number:
Date of payment: <input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>		Course start date: <input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Administration amount: A\$	Refund amount: A\$	Requisition/Batch number:
Administration amount ELICOS: A\$		

I confirm that the above named student has paid the above fee to the University. I am satisfied that the University will not provide the service covered by such fee. I am satisfied that the fee was not inappropriately charged.

Approving officer's name:

Processing date:   /   /

## OFFICE USE ONLY - NOTES