

Application for a Refund of International Fees

This form is to be used to seek a refund of fees paid by or on behalf of a full fee paying international student who is withdrawing prior to enrolment or discontinuing from a Course or Program after enrolment. Note: the refund process takes 2 – 4 weeks.

1. PERSONAL DETAILS OF STUDENT			
The student's postal and email address registered on MyHub will be used to correspond with the student about this application – to change the address the student should use MyHub			
University of Newcastle Student ID			
Title (Mr, Miss, Ms, Mrs, Other)			
Given Name(s)			
Family Name			
Date of Birth	Day	Month	Year
Postal Address			
Phone (Home)			
Phone (Mobile)			
University Email (if applicable)	@uon.edu.au		
Personal Email			
2. PROGRAM DETAILS FOR WITHDRAWAL OR DISCONTINUATION			
If the student has accepted a Packaged Offer, please list all University of Newcastle courses/programs in the package			
ELICOS	<input type="checkbox"/> YES <input type="checkbox"/> NO		
University of Newcastle – Program 1			
University of Newcastle – Program 2			
3. REASON FOR SEEKING A REFUND			
Please tick one box and attach supporting documentation			
<input type="checkbox"/> Visa refused by the Australian Government (attach copy of visa refusal letter from DHA) <input type="checkbox"/> University unable to issue CoE (attach advice from the University of Newcastle) <input type="checkbox"/> Withdrawn from study due to exceptional compelling or compassionate circumstances* <input type="checkbox"/> Medical reasons (attach a copy of doctor's certificate) <input type="checkbox"/> Refund of available credit / overpayment (attach evidence from the student's account) <input type="checkbox"/> Enrolment excluded / suspended (attach advice from the University of Newcastle) <input type="checkbox"/> Transfer to another provider (attach Letter of Release from the University of Newcastle) <input type="checkbox"/> Program no longer offered (attach advice from the University of Newcastle) <input type="checkbox"/> Withdrawn enrolment from the University prior to commencement or during first Term			
<p>* Exceptional compelling or compassionate circumstances may include, but are not limited to:</p> <ul style="list-style-type: none"> - medical illness or injury of a student or the student's close relative which requires hospitalisation or exerts functional impacts on capacity for activities of daily living; or - mental health condition of a student or a student's close relative that results in hospitalisation or cognitive functional impairment; or - death of a close relative; or - an adverse experience that has impacted on the student which could include: involvement in or witnessing of a serious accident; witnessing or being victim of a serious crime; a natural disaster affecting the student's place of residence; acts of war or terrorism; or - occurrences that are the result of a University, partner or agent error. <p>A lack of knowledge or understanding of census dates or the University's enrolment and withdrawal processes are not considered exceptional compelling or compassionate circumstances.</p>			

4. REFUND DETAILS

Please state in full detail the reasons for seeking a refund (attach a separate sheet if necessary)

5. REFUND OF OVERSEAS STUDENT HEALTH COVER (OSHC)

- Where the University has arranged the OSHC for the student, the University will claim the OSHC refund from OSHC provider on behalf of the student.
- Where the OSHC has been paid direct to the OSHC provider, it is the responsibility of the person who paid the OSHC to claim a refund direct from the OSHC provider.

6. REFUNDS TO NON-CONTRACTED THIRD PARTIES

Were the Fees originally paid by a third party (eg a sponsor, family, friends, agents)?	<input type="checkbox"/> YES <input type="checkbox"/> NO
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If YES, please attach proof of payment to the University including name of payer, details of the payer's account and transfer documentation from the payer's financial institution confirming payment was made to the University of Newcastle.

7. Supporting Documents

Each application is assessed primarily on the independent supporting documentation provided to the University. A personal statement describing the student's special circumstances is not sufficient evidence to have the application approved.

Personal statements of special circumstances should be supported by documentation.

Supporting documentation may be verified by the University and needs to:

- Be on official letterhead (if appropriate), signed and dated,
- Include medical provider number (if appropriate) and contact details of the person providing the document,
- Include all relevant dates and indicate the severity of the student's circumstances,
- Advise the date the student's circumstances first began,
- State whether the student's circumstances changed after census date and if so, the date they changed and to what degree,
- Comment on how the special circumstances affected the student's ability to meet their study commitments, and
- Advise when it became apparent that the student could not start or continue their study.

Depending on the special circumstances it may be appropriate for the student to seek documentation from:

- The student's doctor,
- The Department of Immigration and Border Protection (DHA),
- The student's psychologist or counsellor,
- An independent member of the community (such as a Justice of the Peace or a Minister of Religion), or
- A Faculty representative from the student's Faculty.

8. Payment of refunds

Refunds will be paid in the same way as the original payment was made (for example):

- A. **Credit card:** refunds will be made back to the same credit card of the party who originally paid the Fees. The University may contact the person requesting the refund to confirm details.
- B. **Western Union or FlyWire:** refunds will be made as a foreign currency payment – please provide details below.
- C. **Deposit into UON bank account from overseas:** refunds will be made as a foreign currency payment – please provide details below.
- D. **Deposit into UON bank account from Australia:** refunds will be made as an Electronic Funds Transfer (EFT) – please provide details below.
- E. **Cheque or draft:** refunds will be made by EFT if a domestic payment, or as a foreign currency payment if an international payment – please provide details below.

Please provide all details required in the table below.

Payee's Account Details (for processing refunds under C, D and E above)	
Payee's Account Name	
Name of Payee's Financial Institution	
Branch	BSB Number
Account Number or IBAN	
Street Address of Financial Institution (not a PO box)	
SWIFT Code (eg HSBCHKXXXX), or Routing (for American accounts), or IFSC Code (for Indian bank accounts)	

Refunds processed under B and C above will be made in the currency the original payment was transferred in. All other refunds will be made in Australian dollars. The University of Newcastle is not liable for any bank fee charges or losses due to fluctuations in foreign exchange rates.

9. Declaration

I declare that the information provided on this form is true and complete and that it is my responsibility to provide all necessary documentation to support my request for refund.

Signature of student or applicant: _____ Date _____

Print name of signatory: _____

The information provided on this form is collected for the primary purpose of assessing the application for a refund. If the applicant does not complete all the questions on this form, it may not be possible for the University to process the application.

10. SUBMITTING THE APPLICATION FOR A REFUND

The completed form with all relevant supporting documentation should be submitted to the International Finance team at the UON Global Office:

Int-Refunds@newcastle.edu.au