

# 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.*

## 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*)

Date of Birth

Day

Month

Year

Given Name(s)

Family Name

Postal Address

Phone (*Home*)

Phone (*Mobile*)

University Email (*if applicable*)

xxxxxxxxx@uon.edu.au

Personal Email

## 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

Yes

No

Program 1

Program 2

Program 3

Program 4

## REASON FOR SEEKING A REFUND

Please tick one box and attach supporting documentation

Visa refused by the Australian Government (*attach copy of visa refusal letter from DIBP*)

University unable to issue CoE (*attach advice from the University of Newcastle*)

Withdrawn from study due to exceptional compelling or compassionate circumstances\*

Medical reasons (*attach a copy of doctor's certificate*)

Refund of available credit / overpayment (*attach evidence from the student's account*)

Enrolment excluded / suspended (*attach advice from the University of Newcastle*)

Transfer to another provider (*attach Letter of Release from the University of Newcastle*)

Program no longer offered (*attach advice from the University of Newcastle*)

Withdrawn enrolment from the University prior to commencement or during first Term

\**Exceptional compelling or compassionate circumstances may include, but are not limited to:*

- 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.*

*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.*

## REFUND DETAILS

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

## REFUND OF OVERSEAS STUDENT HEALTH COVER (OSHC)

- The University will process applications for refunds for OSHC for International Students who are offshore.
- The University will not process refunds of OSHC for International Students who are onshore – in this case the International Students will need to liaise direct with their OSHC provider.
- The University will not accept any application for a refund of any OSHC fees where the OSHC was not arranged directly by the University. The International Student may need to apply to their OSHC provider or their sponsor directly.

## REFUNDS TO NON-CONTRACTED THIRD PARTIES

Were the Fees originally paid by a third party? (*sponsor, family, friends, agents*)

No (*Proof of payment must be provided*)

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.*)

## 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 (DIBP),
- 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.

Continue over page for payment information, declaration and how to submit this form.

## 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 form below.

## PAYEE'S ACCOUNT DETAILS

For processing refunds under C, D and E above.

*Refunds processed under C and E 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.*

Account Name

Name of 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*), or  
CNAPS Code (*for Chinese bank accounts*)

## 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.*

## 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](mailto:int-refunds@newcastle.edu.au)