



Refund Application Form

Application Details:

First Name		Last Name	
Date of Birth		Student ID Number (if applicable)	
Address			
E-Mail		Phone	

Collins International College's refund arrangement are as follows:

Refund conditions for Student defaults.

Tick Box	Reason for asking Refund	Refund protocols in place
<input type="checkbox"/>	Registration Fee, Administration Fee, and any other non-tuition fees	No refund of Registration Fee, Administration Fee and any other non-tuition fees
<input type="checkbox"/>	Withdrawal at least 60 days or more prior to course commencement date	5% of the tuition fees initially paid or \$500 (whichever is lower) will be deducted from the total tuition fees paid against the application processing fees. Remaining tuition fees will be refunded back. Registration Fee, Administration Fee and any other non- tuition fees won't be refunded.
<input type="checkbox"/>	Withdrawal less than 60 days but more than 28 days of prior to agreed start date of the enrolled course as indicated on the current Letter of Offer	50 % of Tuition fees refunded. Registration Fee, Administration Fee and any other non-tuition fees won't be refunded.
<input type="checkbox"/>	Withdrawal less than 28 days of prior to agreed start date of the enrolled course as indicated on the current Letter of Offer	No refund of Registration Fee, Administration Fee, Tuition fees and any other non-tuition fees
<input type="checkbox"/>	*Withdrawal after course commencement	No refund of Registration Fee, Administration Fee, Tuition fees and any other non-tuition fees. Tuition fees is not based on study periods.
<input type="checkbox"/>	Residency status change from International to Permanent resident (Provide application along with proof of visa status changes with copies from passport)	Fee status will change from the next course (If the residency status has changed after the start of the current course). No Refund applicable for the currently enrolled course that has already commenced.
<input type="checkbox"/>	Airport pick-up	No refund
<input type="checkbox"/>	Home stay fees and accommodation booking fee	No refund
<input type="checkbox"/>	OSHC Refund Policy (Calculation of refund will be done as per the provider policy)	If CIC has organized the OSHC, we will refund the OSHC directly to the student under following conditions: Calculation of refund will be done as per the provider policy
<input type="checkbox"/>	Overpayment	Full refund of the overpaid amount (Any amount paid over and above the Registration fees/Administration fees/ Course fees/Tuition fees/ Material fees mentioned on the Written Agreement)

Tick Box	Reason for asking Refund	Refund protocols in place
<input type="checkbox"/>	Visa refused prior to commencement, Visa extension refused, or Visa cancelled due to actions of the student (off-shore & on-shore students)	Student must apply for cancellation of the course/s prior to the commencement and submit visa refusal letter: 5% of the tuition fees initially paid or \$500 (whichever is lower) will be deducted from the total tuition fees paid against the application processing fees. Remaining tuition fees will be refunded back. Registration Fee, Administration Fee and any other non- tuition fees won't be refunded. In case, Student apply for cancellation of the course/s after the commencement and submit visa refusal letter: If student applies for cancellation after the course commencement, then refund will be calculated as per refund amount calculator# and there will be no refund on any non-tuition fees. paid.
<input type="checkbox"/>	Visa extension refused/ Visa cancelled due to actions of the student (after course commences – on-shore students)	Refund will be calculated as per refund amount calculator#.
<input type="checkbox"/>	College is unable to provide the course for which the original offer was made before commencement (Provider default)	Full refund of course fees
<input type="checkbox"/>	Course withdrawn by the College after commencement (Provider default)	Calculation as per Refund amount calculator#(Default period of Provider taken in count)



Other Refund conditions

#Refund Calculator (ESOS Calculation of refund specifications)- In following refund circumstances, this calculator may apply:

For subsection 47E (2) of the Act, the amount of a refund is calculated as follows:

refund amount = weekly tuition fee × weeks in default period

Source: <https://www.legislation.gov.au/Details/F2014L00907>

Refund Conditions for Withdrawal After Course Commencement- Extenuating circumstances for the students who have paid full tuition fees of the course before the course commencement:

* Students may have extenuating circumstances that prevent them from attending scheduled course dates that may include but are not limited to illness, family or personal matters, moving back to the home country with an intention of not coming back to Australia on the same visa (with confirmed one-way ticket and evidence of student withdrawal submitted to Department of Home Affairs), which will be verified by the College before processing the refund) or other reasons that are out of the ordinary.

Where evidence can be successfully provided to support the student’s circumstances, in such circumstances, a refund will be calculated as per the refund calculator for a refund of unused course fees which can be issued. This decision to assess the extenuating circumstances is on the discretion of the CEO and shall be assessed on a case-by-case situation. Please note that the student is not eligible to apply for any refund in case of a change of mind that may include but is not limited e.g. change of course transfer to the other provider in same or different city due to any reason.

**Course Fees = Sum of Tuition and Non-Tuition fees except Registration fee and Administration fee. Scholarship, promotional fees or discount to any course is provided to the student with the intention that they will complete the course and/or course package. In case of any cancellations and whenever there is a fees refund, the reduced fees will be added back and the refund amount will be calculated as per the listed course fees on Website, Handbook or <https://cricos.education.gov.au/>.

Refund Application Form must be read and filled in conjunction with the “Fees and Refund Policy and Procedure” which is attached as an “Appendix A” of this form.

Student Declaration

- I have read and understood Career Solutions Group Pty Ltd the Trustee for Career Solutions Trust T/A Collins International College Fees & Refund Policy and Procedure.
- I understand that I have the right to appeal the calculated amount.
- I understand that Career Solutions Group Pty Ltd the Trustee for Career Solutions Trust T/A Collins International College will not transfer any funds to a third party unless I explicitly request it in writing, in which case Career Solutions Group Pty Ltd the Trustee for Career Solutions Trust T/A Collins International College shall be released of any responsibility in relation to the refund, once the funds have been transferred as requested.
- Please provide below your Account details or the Account details of the nominated third party where you wish the refund amount to be received.

ONSHORE		OFFSHORE	
Bank Name		Bank Account Name	
Account Name		Bank Account Number	
BSB Number		SWIFT Codes	
Account Number		IFSC Code	
Date		Bank name	
Signature		Address	

Administration use only

- 1 - Refund Application processed? Yes No
- 2 - Refund Granted? Yes No
- 3 - Refund Paid and enrolment cancelled? Yes No
- 4 - Default notification provided to TPS as required Yes No

Comments

Date

Signature