Application for Refund of Fees - International

Who should use this form?

International students should use this form to
1. Apply for a refund of fees paid to the University OR;
2. To request the reversal of a subject withdrawn after the census date

Time limits for applying

The assessment of your refund application will be based on when your Application for a Refund of Fees is received, in relation to your study commencement and/or census dates. This is in accordance with the UOW Fees Policy which can be found at [http://www.uow.edu.au/student/finances/index.html](http://www.uow.edu.au/student/finances/index.html).

A lack of knowledge or understanding of the requirements for applying is not a valid reason for applying outside set timeframes.

What are Special Circumstances?

As per Section 8 of the UOW Fees Policy, special circumstances are:

a. Beyond your control – not due to your action or inaction, or which you were not responsible for AND
b. Did not occur, or their full impact was not known until after census date AND
c. Mean you are unable to complete your study requirements

These may include medical grounds, compassionate grounds, extenuating grounds or course related circumstances and must be demonstrated with independent supporting documentation.

A lack of knowledge or understanding of the census dates or the university’s enrolment and withdrawal processes is not considered a special circumstance.

What Supporting Documentation is required?

You will need to provide supporting documentation to support any claim you would like to be considered as part of your assessment. Submitting only a personal statement is not sufficient evidence.

Supporting documentation needs to:

- Be on official letterhead (if appropriate), signed, dated and include author’s contact details
- Include relevant dates (including when circumstances began, ended and changed) and indicate the severity
- Comment on how your special circumstances affected your ability to meet study commitments

See examples over the page

Documents must be submitted in English OR accompanied by an official translation from a reputable translation service. Translations made by students, friends or family members are not acceptable.

False or misleading statements or information

It is a criminal offence to knowingly make a false or misleading statement or to otherwise knowingly supply false or misleading information in connection with an application for remission of a debt. Applicants who knowingly supply false or misleading statements or information may be liable to criminal prosecution.

Privacy

Personal information collected on this form or supplied by you will be treated in accordance with the Privacy Act 1988 and any relevant guidelines. The information is used for the purpose of assisting the university to make an informed decision on your application.

Should you authorise a third party to discuss this refund application on your behalf, you must submit a signed authorisation form found at [http://www.uow.edu.au/student/forms/UOW008135.html](http://www.uow.edu.au/student/forms/UOW008135.html).
What if I am leaving the University?

If you leaving the University, you must also ensure you have followed the appropriate procedures to withdraw. For more information please visit the UOW International Students Information Page http://www.uow.edu.au/student/international/UOW008315.html.

Students should still complete and return this form, even if their release from the University is still pending. The refund request will be held until the release is approved.

Where do I lodge my application?

Send your completed form and supporting documentation to:
Fees Officer
Student Central
Ground Floor, Building 17
University of Wollongong NSW 2522
More details at http://www.uow.edu.au/student/contact

What happens after I submit my application?

Submitting this application does not guarantee a refund of fees. Once received, your application will be assessed in accordance with the UOW Fees Policy to determine an outcome as per the following process:

1. The university will send you an email to acknowledge receipt of your application
2. Your application will be checked to have satisfied the release / withdrawal process
3. Your application will be considered and, provided you have supplied all required documentation, you should receive a letter notifying you of the outcome within 4 weeks
4. If you are not satisfied with the decision, you can request a review of your case within 20 working days. Details of the appeal process can be found at http://www.uow.edu.au/student/international/UOW008315.html

EXAMPLES OF SPECIAL CIRCUMSTANCES:

Example 1 – MEDICAL

A medical condition became known after the date to withdraw, OR a pre-existing medical condition deteriorated significantly after the date to withdraw and you were unable to continue your study.

Provide a letter from your doctor which states:

- The date the medical condition began or changed
- How the condition affected your ability to meet study requirements
- When it became apparent that you could not continue your studies.

Example 2 – FAMILY/PERSONAL

Due to unforeseen personal or family reasons which occurred or worsened after the date to withdraw, you are unable to continue study.

Provide a certified copy of death certificate, death notice etc, or a letter from your family doctor, counsellor or independent member of the community (such as a Justice of the Peace or Minister of Religion) which states:

- The date your personal circumstances changed
- How your circumstances affected your ability to meet study requirements
- When it became apparent that you could not continue your studies.

Example 3 – COURSE RELATED REASONS

If your Faculty discontinues a subject after the date to withdraw and as a result you cannot complete the subject, or if you have failed to meet course progression and requirements as outlined in your offer letter.

Provide a letter from your Faculty which gives details of the circumstances affecting you.

Provide documentation to support your failure to meet course progression such as;

- Visa rejection letter from Australian Diplomatic Post
- Academic transcripts outlining unsatisfactory grades
1. Read the attached instructions carefully before completing this form.
2. Print clearly, using a black or blue ballpoint pen.
3. Complete all sections on both sides of this form and attach all required documentation.

### STUDENT DETAILS

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<th>Student Number</th>
<th>Title</th>
<th>Family Name</th>
<th>First Name</th>
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<th>Street Address</th>
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<thead>
<tr>
<th>City</th>
<th>State</th>
<th>Postcode</th>
<th>Country (if outside Australia)</th>
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### REASON FOR SEEKING REFUND OF FEES

Detail your reasons for seeking a refund. Attach a statement if more space is required. Please ensure you include full details of your situation and explain in detail why you are seeking a refund of your fees. If providing information on special circumstances, ensure supporting documentation is included/attached.

### DETAILS FOR APPROVED REFUNDS

Methods available for approved refunds are (Please tick which option you prefer):

- Bank transfer to an Australian Account (provide details below) OR
- Cheque sent to your address listed in SOLS
- Bank transfer to an Overseas Account (provide details below) OR
- Cheque sent to an Overseas Address (provide overseas address in student details) OR
- Bank transfer to an Australian Education Provider (provide details below & attach offer letter)

#### Bank Transfers:

Name of other Education Provider (if applicable):

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<th>Account Holder’s Name</th>
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<th>Branch (Bank) Address:</th>
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<th>Swift Code (International Accounts):</th>
<th>BSB Code (Local Accounts):</th>
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IFSC Code (India)

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<th>Account Holder’s Address</th>
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Please complete the following checklist


☐ I have attached documentary evidence to support the circumstances of my refund application.

   Number of pages attached: ____________

☐ I have provided a current mailing address and valid overseas bank account if refund amount is over $1000.00

☐ I have withdrawn the subject(s) before submitting this refund application to Student Central

Please indicate the supporting documentation you have attached to this refund application.

☐ I have attached independent supporting documentation substantiating my claim for special circumstances.

   (Please refer to the instructions attached to this form.)

☐ I have not attached the independent supporting documentation but I will forward it as soon as possible

**Note:** If you are having difficulties obtaining the above information, please send your application in without delay since your application cannot be considered if it is received outside the legislated timeframes. You will still be required to supply the above documentation within 28 days of the University receiving your application. If the University does not receive the documentation, your application will be considered based on the information you have already provided.

Personal information collected on this form or supplied by you to the University will be treated in accordance with the Privacy Act 1988 and any relevant guidelines. The information collected is used for the purpose of assisting the University to make an informed decision on your application. If your debt is reduced or removed, DEST and the ATO is provided with the necessary details to enable this. The authority to collect this information is contained in the Higher Education Support Act 2003.

I declare that:
- I wish to apply for a refund or remission of my University tuition fees
- I declare that the information I have given on this application is correct.
- I understand that if I knowingly make any false or misleading statements, I may be liable for prosecution.

Send your completed form and supporting documentation to:

**Fees Officer**  
**Student Central**  
**Building 17**  
**University of Wollongong NSW 2522**

Australia: 1300 275 869  
International: +61 2 4221 3927  
Fax: +61 2 4221 4322