

# Fees and Charges Refund Request Form (Overseas Learners)

CRICOS provider code: 00012G

Holmesglen's overseas learner fee payment and refund procedures are detailed in the International Study Guide. Prior to completing this form, please familiarise yourself with these procedures; a copy is attached for your reference. If you believe that you are entitled to a refund in accordance with these procedures, please complete this form and submit to [international.admissions@holmesglen.edu.au](mailto:international.admissions@holmesglen.edu.au)

Learner Details			
Holmesglen Learner ID (e.g. 10051234): _____			
Family name: _____		Given name(s): _____	
Title: _____	Date of birth: _____	Sex: M <input type="checkbox"/> F <input type="checkbox"/>	
Address - street: _____			
Suburb/town/country: _____		Postcode/zip code: _____	
Telephone: _____	Mobile: _____	E-mail: _____	

Refund Application Details	
Date refund application submitted: _____	
Please outline the reasons/circumstances for seeking a refund: _____ .....           _____	
Do you have evidence to support the reasons/circumstances outlined? <input type="checkbox"/> Yes <input type="checkbox"/> No	
If yes, please indicate type of evidence and attach (if applicable):	
<input type="checkbox"/> Medical certificate	
<input type="checkbox"/> Copy of cancelled visa and departure date stamp from passport	
<input type="checkbox"/> New institute ECOE	
<input type="checkbox"/> Other (please indicate): _____	

Learner's Declaration	
<input type="checkbox"/> I confirm the above information is true and correct.	Date: _____
Overseas Learner's signature: _____	Printed name: _____

Learner's Declaration	
I confirm the above information is true and correct. This form has been completed on behalf of the above-named learner.	
Proxy signature: _____	Printed name: _____
Company and country: _____	Date: _____

*Applications for a refund will be assessed and any refund applicable in accordance with the Fee Payment and Refund Procedures will be processed within 4 weeks after receiving a written claim except for visa refusal.*

## Fees & Refunds

### Fee Payment and Refund Procedures

When the Institute accepts an overseas learner's application for enrolment, the policy and procedures detailed here and, in the Terms, and Conditions of Enrolment will constitute a written agreement between Holmesglen and the overseas learner for the purposes of the Education Services for Overseas Students Act 2000 (the ESOS Act) and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018).

### 1. Application Fee

1.1 On application for admission to a course, an application fee of \$500 AUD is payable and will be credited against the overseas learner's tuition fee.

1.2 This application fee of \$500 AUD is non-refundable in the case of an overseas learner withdrawing an application after a Letter of Offer is issued.

1.3 If the overseas learner's application for admission is rejected, then the \$500 AUD application fee will be reimbursed in full.

1.4 Overseas learners applying through the accredited agents and IDP Education offices are exempt from including the \$500 AUD application fee with their application.

### 2. Payment of Tuition Fees

2.1 A study period at Holmesglen consists of no more than 24 weeks within a semester. The ESOS Act now limits the collection of pre-paid tuition fees. Tuition fees for all courses including ELICOS are payable per study period. Fees payable are documented in the overseas learner's Letter of Offer and Fee Schedule. Holmesglen collects no more than 50% of the total course cost prior to the overseas learner commencing their course except for courses that fall within one study period of 24 weeks or less.

2.2 Tuition fees paid offshore are payable to Holmesglen Institute of TAFE by Electronic Funds Transfer, MasterCard, Visa or international bank draft (in Australian dollars, drawn from an Australian bank in Australia). Holmesglen's bank account details are:

Account Name  
Holmesglen Institute of TAFE

Bank Name:  
Commonwealth Bank of Australia – Ashburton Branch

Bank Address:  
205 High Street, Ashburton, Victoria, Australia

SWIFT CODE: CTBAAU2S

Branch Number (BSB) 063103

Account Number: 00901243

Once payment has been lodged, overseas learners must immediately forward the remitter's name together with a copy of the remittance advice/TT transmission notice in order for Holmesglen to track the payment.

2.3 Tuition fees paid onshore can be paid in cash, by bank cheque, MasterCard or Visa, or over the internet.

2.4 Further fees are payable for additional courses, graduation ceremonies, excursions, resitting tests and examinations, textbooks, materials and activities.

2.5 When overseas learners have to repeat a subject or subjects in the same study period in which they have paid a full fee, no additional fee is payable. However, when they repeat a subject or subjects in a study period in which they have not

paid a full fee, a pro rata tuition fee is payable.

2.6 Where an overseas learner has a packaged offer with a partner institution, Holmesglen reserves the right to impose an upfront deposit fee which will not be refundable.

2.7 Overseas learners who enrol in additional courses will be required to pay the full-time course fee applicable to that course.

2.8 Holmesglen reviews its tuition fees and other charges annually. Overseas learners will be required to pay the current fee that applies from the beginning of the next study period. If the overseas learner defers their course, they will be required to pay the fees applicable to the new commencement date. If the overseas learner changes course the new course tuition fee will apply. Overseas learners enrolled in programs with Holmesglen's partners will be required to pay the tuition and other fees set by the partner.

Holmesglen makes every attempt to provide an indication of the partner institutions' fees at the time of production of this course guide. However, overseas learners should refer to the partner institutions' websites for full information. Holmesglen takes no responsibility for fee increases at partner institutions.

2.9 There is no reduction in fees for subject exemptions for Certificate and Diploma programs. For degree programs, fees are charged per subject.

2.10 The Institute does not accept liability for any fees paid to an agent or third party in relation to an application for enrolment.

2.11 Where the Goods and Services Tax (GST) applies to programs and services in the International Study Guide, the tax is included in the advertised fee.

2.12 Holmesglen is not liable for any variances when refunds are affected by fluctuations in currency exchange rates.

### 3. Refund Procedures

Claims for refunds must be made in writing using the prescribed form available from the International Student Program Office or online at [holmesglen.edu.au/students/International-Students](http://holmesglen.edu.au/students/International-Students). Refunds that are approved will be made within four weeks after receipt of a written claim. If an overseas learner withdraws their application once tuition fees are paid, the following will apply:

3.1 If notice of withdrawal is received by Holmesglen in writing more than four weeks prior to commencement of an ELICOS course, a 75% refund of tuition fees paid for the study period will be made to overseas learners. No refund of the ELICOS tuition fee will be made to overseas learners withdrawing from the course less than four weeks prior to commencement or after the commencement of the course.

3.2 If notice of withdrawal is received by Holmesglen in writing less than four weeks prior to commencement of a course study period, a 50% refund will be made to overseas learners who have paid tuition fees for a forthcoming study period.

3.3 If notice of withdrawal is received by Holmesglen in writing less than four weeks prior to commencement of the course study period, no refund of the tuition fee will be made.

3.4 Where an overseas learner has been granted a deferral or suspension to their enrolment after the commencement of a study period, a pro rata transfer of the remainder of the study period tuition will be granted. The fees transferred will be held towards tuition for the study period the overseas learner is returning to, and the overseas learner will be required to pay any balance prior to resuming their studies.

If the overseas learner does not return to their studies, see 3.5. No refund will be granted if the overseas learner decides not to recommence studies except in compelling or compassionate circumstances.

3.5 Where an overseas learner has been granted a deferral in their course, tuition fees paid will be transferred to the subsequent study period. Where the overseas learner does not take up his/her place in the subsequent study period, a refund will only be payable if the overseas learner visa is not granted. Where an overseas learner has been granted a release letter, claims for refunds will be processed according to Refund Procedures 3.1, 3.2 and 3.3.

3.6 Where an overseas learner has been accepted into a course subject to attaining a required level of English language proficiency and the overseas learner does not attain that level of proficiency, the overseas learner will be requested to continue with English language training for a prescribed further period. Where the overseas learner does not wish to take up this option, they will be entitled to a 75% refund of the tuition fees paid towards a subsequent study period.

3.7 Where an overseas learner has been granted a deferral in their course due to a delay in their student visa grant, tuition fees paid will be transferred to the subsequent study period. Where the overseas learner does not take up his/her place in the subsequent study period, a refund will only be payable if the student visa is not granted.

3.8 Where an overseas learner has had to withdraw because of student visa refusal offshore or onshore (prior to commencement of a study period), a full refund of all tuition fees will be paid – less a \$250 AUD administrative fee. Where a student visa is refused in Australia for a course the overseas learner is currently enrolled in, a refund will be granted on a pro rata basis.

3.9 Where an overseas learner does not lodge the student visa application after receiving eCoEs, refunds will be processed as per procedures outlined in items 3.1, 3.2 and 3.3.

3.10 Where an overseas learner's enrolment is cancelled because of misbehavior or breaching of student visa conditions, a pro rata refund of tuition fees will be made from the date of enrolment cancellation.

3.11 Tuition fees will not be transferred to other educational institutions except in exceptional circumstances and at the discretion of the Director, International Student Programs.

3.12 No refund or transfer will be made to third parties.

3.13 Overseas learners who attain permanent residency status will be refunded as per procedures outlined in items 3.1, 3.2, and 3.3.

3.14 Overseas learners who are enrolled in the Charles Sturt University degrees at Holmesglen will be subject to the Charles Sturt University Refund Procedures. These are available on the Charles Sturt University website at 0

A copy of the Charles Sturt University Refund Procedures will be made available to overseas learners at the time of enrolment in their degree program.

3.15 These regulations may be waived by the Board of Holmesglen Institute of TAFE in exceptional circumstances at its absolute discretion. The decision of the Board is final.

3.16 These procedures do not remove the right of an overseas learner to take further action under Australia's consumer protection laws.

### 4. Refunds – Accommodation

4.1 Where an overseas learner has made a payment towards Institute Accommodation, a full refund will be granted if an overseas learner has their student visa refused.

4.2 Where an overseas learner has made a payment towards Institute Accommodation, and in circumstances other than when an overseas learner has had their student visa refused:

- A full refund is available to overseas learners in the event that accommodation is at capacity
- A 90% refund will be made to overseas learners withdrawing up to four weeks prior to the commencement of their course
- A 75% refund will be made to overseas learners withdrawing less than four weeks prior to the commencement of their course
- No refund will be made to overseas learners who withdraw after the commencement of their course.

### 5. Educational Package

5.1 Holmesglen: When applicants are required to complete a prerequisite course at Holmesglen as a condition of entry into a higher-level principal course of study at Holmesglen, they will be offered an education package comprising of the prerequisite course and the principal course of study. An example is an overseas learner required to satisfactorily complete an English Language Program and attain a stated level of English language proficiency, as a condition of entry into a principal course of study. In these circumstances the refund procedures described under item 3.6 (Refund Procedures) will apply.

5.2 Holmesglen/Partner University bachelor degrees: When applicants are required to complete a prerequisite course as a condition of entry into a higher-level principal course of study at Holmesglen, they will be offered an educational package comprising the prerequisite course and the principal course of study. An example is an overseas learner required to complete a diploma course as a condition of entry into a degree course at Holmesglen. In these circumstances an additional deposit fee is payable for acceptance into the principal course of study at Holmesglen. This deposit will be credited towards the applicant's tuition fee on commencement of the degree course at Holmesglen. In circumstances where the overseas learner chooses not to proceed with their degree course, the degree deposit is non-refundable.

5.3 Other institutions: When applicants are required to complete a prerequisite course at another institute as a condition of entry into a higher-level principal course of study at Holmesglen, they will be offered an educational package comprising the prerequisite course and the principal course of study. An example is an overseas learner required to complete a diploma course at another institute as a condition of entry into a degree course at Holmesglen. In these circumstances a deposit fee is payable for acceptance into the principal course of study at Holmesglen. This fee will be credited towards the applicant's tuition fee on commencement of the degree course at Holmesglen. The deposit fee is non-refundable in any circumstances. Where subsequent Letters of Offer and eCoEs are required to be issued post arrival in Australia, Holmesglen will levy a fee of \$500 AUD. This fee is also non-refundable.

### 6. Additional Subjects

6.1 Overseas learners who have paid a full fee in the current study period may take additional or repeat subjects in the same course at no additional cost with the exception of bachelor's and master's degree studies where fees are charged per subject.

6.2 For overseas learners who have not paid a full fee in the current study period a pro rata fee will be charged for additional subjects.

6.3 Overseas learners will only be allowed to enrol in off-campus subjects they have failed in a previous study period and provided that they are enrolled in a full-time course

### International Student Programs – Approval Administration

Evidence verified:  Yes  No

Refund request approved:  Yes  No

Amount to be refunded: \$ \_\_\_\_\_

Comments:

\_\_\_\_\_  
Associate Director International Student Programs Signature

\_\_\_\_\_  
Date

Printed Name: \_\_\_\_\_

- |                                                                         |                |             |
|-------------------------------------------------------------------------|----------------|-------------|
| <input type="checkbox"/> Overseas learner notified of outcome           | Initial: _____ | Date: _____ |
| <input type="checkbox"/> Retain copy and place on overseas learner file | Initial: _____ | Date: _____ |
| <input type="checkbox"/> Forwarded to Finance                           | Initial: _____ | Date: _____ |