



## REFUND APPLICATION FORM

### STUDENT DETAILS

First Name		Last Name	
Student Number		Phone	
Postal Address			
Email			

### WRITE YOUR REASONS FOR REQUESTING A REFUND\*


\* Attach supporting evidence (e.g. Visa Refusal Letter)

### AUSTRALIAN BANK ACCOUNT DETAILS

Account holder's Name			
Name of Bank		Branch	
BSB		Account Number	

### OVERSEAS BANK ACCOUNT DETAILS

Account holder's Name			
Bank Address			
City		Country	
Name of Bank		Branch	
Account Number		BANK/SORT/SWIFT Code	

### DECLARATION

I \_\_\_\_\_ (student's name) have read and understood the refund policies and procedures provided on the back of the refund application form and I authorise ABC Study Group Pty Ltd to pay the refund into the listed nominated/bank account I have provided on this form.

Student's signature: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Gaurdian's signature: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

**(for under 18 years old only)**



## REFUND APPLICATION FORM

### REFUND POLICIES & PROCEDURES

Please visit AICE's website: [www.aice.nsw.edu.au](http://www.aice.nsw.edu.au) for the latest Refund Policies and Procedures. Please download and read the full refund policies and procedure before accepting the offer. This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

#### Refund prior to commencing study for the first time

The Institute will provide a full refund of any tuition fees paid upon receipt of evidence if:

- The student visa is refused
- AICE cancels the enrolled course
- Principal course application has been denied

Requests for withdrawal for reasons other than those mentioned above will be eligible for a refund in accordance with the table below:

Withdraw request lodge date	Refundable Portion
4 weeks (28 days) or more before commencement of studies	80% of the initial tuition fee paid
Before the commencement of studies, but less than 4 weeks (28 days) before the commencement of studies.	70% of the initial tuition fee paid
On or after the commencement of studies	No refund available

When the refund is granted below fees are non-refundable.

1. Enrolment fee is non-refundable.
2. Accommodation arrangement fee and Guardianship arrangement fee are non-refundable if the arrangement has already been made.
3. Airport pickup service fee is refundable if the cancellation is made 2 days prior to the arrival.
4. 2 weeks of prepaid accommodation fee is non-refundable.
5. OSHC fee is refundable if AICE has provided the arrangement service and upon the evidence of visa refusal/required supporting documents.

**Please note:** There is no refund of fees if the visa is rejected on the basis of fraud as determined by the Department of Immigration and Border Protection (DIBP).

#### Payment of Approved Refunds

All approved refunds will be paid within 28 days from the date of receipt of the written request. All refunds are paid in Australian dollars into the bank account nominated in the written request. The Institute will not authorise tuition fee transfers to any other institution or to other students. For under 18 students, refunds will be paid to the parent(s) or guardian(s) of the student unless the Institute receives written approval from a parent or guardian consenting for the refund to be paid directly to the student.

STEPS	STUDENT/AGENT	AICE
1	Refund Application Form submitted with 1. visa refused letter; or 2. evidence of AICE not offering the enrolled course; or 3. offer rejection letter from a principal college	The details reviewed by the Account Manager or the Principal Administrator
2	Student/agent receives the requested refund within 4 weeks (20 working days) from the date the Refund Application Form has been submitted.	Principal Administrator authorises the refund to be made within given period
3	Student receives the payment from the agent. Direct student will receive the payment to their account.	Account officer makes the refund payment on the 20th working day.
4	OSCH refund is provided upon evidence of visa refusal only. Receipt of refund is subject to the OSHC provider's Refund Policies and Procedures.	AICE provides OSHC provider Refund Form upon request. Student/Agent
5	Submit OSHC provider Refund Form directly to the OSHC provider together with visa refusal letter and other documents as required by the OSHC provider	