REFUND FORM

Who should use this form?
Students should use this form to apply for a refund of fees paid to the college or to request the fee reversal of a subject withdrawn after the census date.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 College Fees Policy which can be found at http://www.uowcollege.edu.au/policies

What are Special Circumstances?
As per Section 13 of the UOW College 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.

What Supporting Documentation is required?
(This is not required if you have already provided this information to the Student Advisor?)

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
- state your special circumstances affected your ability to meet study commitments

What if I am leaving the College?
If you leaving the College, you must also ensure you have followed the appropriate procedures to withdraw. You must contact the Student Advisors at college-advisor@uow.edu.au who will assist you with this request. All withdrawals must be approved by the UOWC General Manager.

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 College Fees Policy to determine an outcome as per the following process:

1. The college 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 notification 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 grievance process can be found at http://www.uowcollege.edu.au/policies

Please note if you are under 18 years of age any approved refund will be returned to your parents.

Upon processing your refund request the next section will be completed by college staff & returned to you by email and will be your official advice about your refund.

Personal information collected on this form or supplied by you to the college 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 College 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.
### Personal Details

<table>
<thead>
<tr>
<th>Student Number:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Title:</strong></td>
<td></td>
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<tr>
<td><strong>Name:</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Home Address:</strong></td>
<td></td>
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<tr>
<td><strong>Mailing Address:</strong> (if different from home address)</td>
<td></td>
</tr>
<tr>
<td><strong>Email:</strong></td>
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</tr>
<tr>
<td><strong>Contact Phone:</strong></td>
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<tr>
<td><strong>Course:</strong></td>
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</tbody>
</table>

Please advise our office as soon as possible if any of your contact details change.

### Refund Reason:

**Please explain why you are seeking a refund of your fees. You must provide supporting documentation for special circumstances.**

### Details for Approved Refunds:

Refunds can only be made by bank transfer,
- Bank transfer to Australian Account,
- Bank transfer to an International Account, or
- Bank transfer to another payee (written authorisation required)

### Bank Transfer Details:

<table>
<thead>
<tr>
<th>Account Holder’s Name:</th>
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</thead>
<tbody>
<tr>
<td>Account Holder’s Address:</td>
<td></td>
</tr>
<tr>
<td>Name of Bank:</td>
<td></td>
</tr>
<tr>
<td>Branch (Bank) Address:</td>
<td></td>
</tr>
<tr>
<td>BSB Code: Local Accounts Only:</td>
<td></td>
</tr>
<tr>
<td>Account Number:</td>
<td></td>
</tr>
<tr>
<td>IBAN (Jordan, Pakistan, Saudi Arabia, Turkey, UAE):</td>
<td></td>
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<tr>
<td>Swift Code:</td>
<td></td>
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<tr>
<td>IFSC Code (India only):</td>
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</table>

### Please sign and date this form:

- I wish to apply for a refund of my UOW College tuition fees.
- I declare that the information I have given on this application is correct.

<table>
<thead>
<tr>
<th>Signature:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Date:</td>
<td></td>
</tr>
</tbody>
</table>
# REFUND FORM

OFFICE USE ONLY – To be completed by UOW College staff only

### Recommendation to UOWC General Manager:

- **Decision:**

### Relevant Section of Policy:

### Amount of Refund:

- **Prepaid Course Fees:**
- **LESS – Admin Costs:**
- **ADD – OSHC:**
- **TOTAL REFUND DUE:**
- **Signature:**
- **Date:**

### UOWC General Manager Decision:

- **Decision:**
- **Signature:**
- **Date:**

### Processing:

- **Refund Processed:**
- **System Adjusted:**

### Student Notification (this is your official notification of your refund request):

- **Amount of Refund:**
- **Refund decision has been made under this section of the Refund Policy:**
- **Date Processed:**

Where a refund has been approved the above amount will be sent within 10 working days, from the processed date to the account you have nominated on this form.

If you are unhappy with the refund decision you can appeal this decision. The Refund and Grievance Policies are at: