



TAFE INTERNATIONAL WESTERN AUSTRALIA

REFUND POLICY

The policy below will apply to students who are the holders of a student visa. It does not apply for enrolments where the student is on a dependant visa.

All TIWA refunds will be made in accordance with the refund table and conditions contained in this policy.

The policy below will apply to students who are the holders of a student visa. It does not apply for enrolments where the student is on a dependant visa.

All TIWA refunds will be made in accordance with the refund table and conditions contained in this policy.

A notice of withdrawal may be accepted as grounds for a partial refund of fees if the supporting documentary evidence can substantiate a claim due to:

- > illness or disability;
- > death of a close family member (parent, sibling, spouse, child); or
- > political or civil event that prevents a student continuing a program.

Refund forms can be downloaded from tafeinternational.wa.edu.au

Making a request for a refund

Refund applications for full or partial refunds must:

- > be made in writing using the TIWA Refund and Withdrawal Form;
- > be accompanied by Request for Release Form (if applicable);
- > set out the reasons for the request; and
- > be forwarded to: admissions.tiwa@dtwd.wa.gov.au

The information provided by the student must include:

- > the student's payment details;
- > the student's signature (or parent/guardian if under 18 years); and
- > all supporting documents relevant to the claim.

Refund applications where an applicant's student visa is unsuccessful must include a copy of the official notification of rejection from the Department of Home Affairs.

Refunds submitted for any other reason (not visa rejection) must include supporting documentation not limited to but may include:

- > copy of plane tickets/boarding passes;
- > passport bio data and signature page; and
- > medical certificates etc.

Refund applications will not be processed where the signature on the Refund and Withdrawal Form does not match the student's signature as shown on other documents provided by the student for admission to TIWA.



- > For minors the Refund and Withdrawal form must be signed by the nominated parent/guardian.
- > The date of the notification for refund is the date the completed form is received by TIWA or date/time of email.
- > All amounts due to TIWA must be paid before any refund is made. Any outstanding amounts will be deducted from the refund due.
- > All refunds will be paid in Australian dollars (\$AUD), where this is not possible refunds will be paid in United States dollars (\$USD).
- > Fees paid by online credit card will be refunded to the same credit card.

Reason for Refund	Amount Refunded ELICOS	Amount Refunded TAFE	Amount Refunded HIGHER EDUCATION	Amount Refunded SCHOOL
Visa unsuccessful prior to commencement	All the fees paid excluding \$280	All the fees paid excluding \$280	All the fees paid excluding \$280	All the fees paid excluding \$280
If TIWA is unable to provide the course at any of its Institutions	100% refunded	100% refunded	100% refunded	100% refunded
If incorrect or incomplete information is supplied by the applicant and the offer is withdrawn by TIWA	All the fees paid excluding \$600	All the fees paid excluding \$600	All the fees paid excluding \$600	All the fees paid excluding \$600
Student withdrawal 10 wks or more before the course commences	TIWA will retain 10% of the full term tuition fee	TIWA will retain 10% of the full semester tuition fee	TIWA will retain 10% of the full semester tuition fee	TIWA will retain 10% of the full semester tuition fee
Student withdrawal 4-10wks before the course commences	TIWA will retain 30% of the full term tuition fee	TIWA will retain 30% of the full semester tuition fee	TIWA will retain 30% of the full semester tuition fee	TIWA will retain 30% of the full semester tuition fee
Student withdrawal 0-4wks before the course commences	No refund	TIWA will retain 50% of the full semester tuition fee	TIWA will retain 50% of the full semester tuition fee	TIWA will retain 50% of the full semester tuition fee
Student withdrawal 0-4wks after the course commences	No refund	TIWA will retain 60% of the full semester tuition fee	TIWA will retain 60% of the full semester tuition fee	TIWA will retain 60% of the full semester tuition fee
Student withdrawal 4wks or more after the course commences	No refund	No refund	No refund	No refund
Breach of visa conditions or rules of the provider and the student is terminated	No refund	No refund	No refund	No refund
Change of visa sub-class to permanent resident	Pro-rata based on number of weeks studied	Pro-rata based on number of weeks studied	0 - 4 weeks after classes commence Pro-rata based on number of weeks studied OR More than 4 weeks after classes commence No refund - new fee rate will apply from the next semester	Pro-rata based on number of weeks studied
Change of visa sub-class to temporary resident	No refund - new fee rate will apply from the next term	No refund - new fee rate will apply from the next semester	No refund - new fee rate will apply from the next semester	No refund - new fee rate will apply from the next semester
If you obtain a deferral and then do not enrol in the course the refund policy relevant at the date of deferral will be applied to any pre-paid fees	Policy applied based on deferral date	Policy applied based on deferral date	Policy applied based on deferral date	Policy applied based on deferral date
If you do not meet mainstream entry from an ELICOS enrolment	N/A	All the fees paid excluding \$280	All the fees paid excluding \$280	N/A

Reason for Refund	Amount Refunded ELICOS	Amount Refunded TAFE	Amount Refunded HIGHER EDUCATION	Amount Refunded SCHOOL
Visa unsuccessful after commencement	Pro-rata based on number of weeks studied	Pro-rata based on number of weeks studied	Pro-rata based on number of weeks studied	Pro-rata based on number of weeks studied
Withdrawal prior to acceptance of TIWA offer	100% refunded	100% refunded	100% refunded	100% refunded
Withdrawal of visa prior to visa grant/refusal	100% refunded	100% refunded	100% refunded	100% refunded
If you do not meet mainstream entry from an English package enrolment	N/A	All the fees paid excluding \$500	All the fees paid excluding \$500	All the fees paid excluding \$500

The recruitment and admission of international students to TAFE colleges in Western Australia is managed by TAFE International Western Australia, a unit within the Western Australian Department of Training and Workforce Development.

 TAFE International Western Australia, East Perth TAFE Campus, Building B, Level 2, 140 Royal Street, East Perth WA 6004

 tafeinternational.wa.edu.au |  +61 8 9218 2100 | RTO Provider Number 52395 | CRICOS Provider Code 00020G | Issue date: August 2018