



# TAFE INTERNATIONAL WESTERN AUSTRALIA (TIWA)

## > REFUND POLICY FOR STUDENT VISA HOLDERS ONLY

**This policy applies to students who have 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 [www.tafeinternational.wa.edu.au/forms](http://www.tafeinternational.wa.edu.au/forms)

### MAKING A REQUEST FOR A REFUND

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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
- > be forwarded to: [admissions.tiwa@dtwd.wa.gov.au](mailto:admissions.tiwa@dtwd.wa.gov.au)

The information provided by the student must include:

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

Refund applications where an applicants 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
- > medical certificates etc...

### ADDITIONAL INFORMATION

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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 credit card will be refunded to the same credit card.

## REFUND DETAILS

| 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             | <b>0 - 4 weeks after classes commence</b><br>Pro-rata based on number of weeks studied<br><br><b>OR</b><br><br><b>More than 4 weeks after classes commence</b><br>No refund - new fee rate will apply from the next semester | Pro-rata based on number of weeks studied             |

| Reason for Refund  | Amount Refunded ELICOS                                 | Amount Refunded TAFE                                       | Amount Refunded HIGHER EDUCATION                           | Amount Refunded SCHOOL                                     |
|--|--|--|--|--|
| 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  |
| 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                          |