



QAT-REQUEST FOR REFUND FORM

Personal Details	Student Number:	Date:
Family Name:	Given Name:	
Address:		
Mobile Number:	Email:	
Course Name:	Course duration: From:	To:

Reason for refund: (Attach necessary documents i.e. visa rejection letter, flight ticket, medical certificates)

Student's Signature

Bank details:

Bank Name & Address:	Account Holder's Name:
BSB:	Account Number:
	Swift Code:

Form received by: Administrative Assistant:

<input type="checkbox"/> Request Approved	<input type="checkbox"/> Request NOT Approved	Date:
---	---	--------------

Refund Calculation (Amount Paid)

Tuition Fees	\$
Material Fees	\$
Enrolment Fee (Non-refundable)	\$
Others	\$
TOTAL PRE-PAID FEES	\$
Less: Administration fees	
Less: Penalty	
TOTAL refundable amount	\$

Processing of this form is within 48 hours

If refund is approved, deposit will be made no more than four weeks from approval

To be refunded on:

Refund Policy (Please ✓ the box)

Please access our Refund Policy from the QAT Policies menu at <http://www.qat.qld.edu.au>

I have read and understood the Conditions of Enrolment & Refund Policy on the QAT website/Student Handbook

OFFICE USE ONLY

Executive Director's Decision

Student Default

The student must fill out a "Refund Form" which must either be handed to the reception staff at QAT or emailed (enrol@qat.qld.edu.au) together with any supporting documents (i.e. DHA visa refusal letter flight tickets, medical certificate etc.). Any refund will be paid within a period of four weeks after the official day of default/ cancellation which is the receipt of written notice of cancellation by the student.

Under the legislation, refunds will only be paid to the person who entered into the contract with QAT, unless the person who entered into the contract gives written direction to QAT to pay the refund to someone else, (in this case the agent).

Cancellation of enrolment- General rule (29 days or more before commencement)

If written notice is received 29 days or more before the date of course commencement, then:

- **Enrolment Fee- Enrolment fees are non-refundable.** In the event that the enrolment fee was waived or discounted as a promotion, \$250 will be charged for administration costs on cancellation. This will be deducted from the prepaid fees.
- **Instalment Plan Service Fee and other Administration Fees- Non-refundable.**
- OSHC- QAT will not refund Overseas Student Health Cover (OSHC) if we have already issued the health cover certificate. Students may have to apply directly to Bupa, except for visa rejection.
- Homestay Placement Fee- Accommodation placement fee is not refundable. If a student cancels his/her accommodation and airport pick-up booking before arrival, refund of homestay fee is subject to BECAB Homestay's refund Policy.

Cancellation of enrolment 28 days or less before commencement

If written notice is received 28 days or less before the date of course commencement, then refund is calculated:

- As per general rule (see above), **plus**
- A Part Refund
- If the student's pre-paid tuition fees is 30% or less, there will be no refundable amount.
- If the student's pre-paid tuition fees is more than 30%, the refundable amount is the excess of 30%.

Cancellation of enrolment on or after the date of course commencement

If written notice is received on or after the date of course commencement, there will be no refund of any moneys paid unless the Executive Director deems that exceptional circumstances apply.

QAT is under no obligation to refund any course fees paid if:

- the student cancels after the student has started his or her course.
- a student's visa is cancelled by DHA because of poor attendance/ academic course progress.
- the student arrives at QAT later than the agreed start date or does not start their course on time as per QAT's Non-Commencement Policy.

Cancellation of enrolment due to visa refusal

Refund of unspent tuition fees under **Section 47(E) of the ESOS Act** in other cases: this refund relates to student default in case of visa refusal:

- Refund is calculated as per general rule (see above), **and**

QAT will refund **all paid fees less Administration Fee of \$250** and less the following:

The lesser of:

- 5% of the total amount of pre-paid fees that we received in respect of the student for the course before the default day; or
- **The sum of \$500 (maximum deduction including administration fees per general rule)**

QAT will notify DHA and the TPS Director of student default within 5 business days, and of the outcome of discharge of obligations to said student within 7 days of the end of the default period.

Provider Default

If QAT defaults, it will notify ASQA and the TPS Director within 3 business days, and will notify the students in writing within the same timeframe.

In the event that QAT is unable to deliver the course in full, the student will be offered a refund of all the course money paid. The refund will be paid within 4 weeks of the day on which the course ceased being provided. Alternatively, the student may be offered enrolment in an alternative course by QAT at no extra cost within 14 days. The student has the right to choose whether they would prefer a full refund of course fees, or to accept a place in another course. If the student chooses placement in another course, the student will be asked to sign a document to indicate that the placement has been accepted. QAT will notify DHA and the TPS Director of this outcome within 7 days.

If QAT is unable to provide a refund then the school will, under the (TPS) Tuition Protection Service, or before 1 July 2012 the (TAS) Tuition Assurance Scheme, place the students in a suitable alternative course at no extra cost, unless students choose a more expensive alternative course.

If QAT cannot place the student in a suitable alternative course, the ESOS Assurance Fund Manager will attempt to place the student in a suitable alternative course or, if this is not possible, the student will be eligible for a refund as calculated by the Fund Manager.

Any refund will be paid within a period of four weeks after the official day of default/ cancellation.

The student must fill out a "Refund Form" which must either be handed to the reception staff at QAT or emailed together with any supporting documents (i.e. DHA visa refusal letter flight tickets, medical certificate etc.).

Under the legislation, refunds will only be paid to the person who entered into the contract with QAT, unless the person who entered into the contract gives written direction to QAT to pay the refund to someone else, (in this case the agent).