

REFUND OF INTERNATIONAL STUDENT FEES

Use this form to apply for a refund. VU will take up to four weeks to complete any refund. VU will not accept this form unless you attach all required documents. For more information refer to vu.edu.au/current-students/your-course/fees/refunds/international-refunds.

Complete all relevant parts of the form clearly. Please use BLOCK LETTERS.

1. PERSONAL DETAILS

STUDENT ID:	DATE OF BIRTH:
FAMILY NAME (AS SHOWN IN PASSPORT):	
GIVEN NAME(S):	
EMAIL ADDRESS:	CONTACT PHONE NUMBER:

2. FEES TO BE REFUNDED (PLEASE TICK)

BACHELOR, GRADUATE, MASTER'S OR PHD
CERTIFICATE, DIPLOMA OR ADVANCED DIPLOMA

ELICOS (English)
OTHER (please specify):

NON-AWARD COURSE FEES

3. REASON FOR REFUND

- Overpayment of fees.
- Reduction in enrolled hours (attach a copy of the completed Reduced Study Load or Overload form).
- Permanent residency granted (attach a copy of your passport or visa and a document confirming that your permanent residency has been granted).
- Leave of Absence/Intermission (attach your letter from VU showing that your Leave of Absence has been granted).
- No Australian Visa (attach decision record from the Department of Home Affairs).
- Visa not issued in time (attach documentation from the Department of Home Affairs).
- Visa application withdrawn (attach documentation from Department of Home Affairs).
- Visa application not submitted (attach documentation from Department of Home Affairs).
- Provider default (attach VU letter confirming course is not being offered).
- Offer withdrawn or application not processed (attach VU letter confirming offer has been withdrawn or is not being processed).
- English condition not met (attach letter from VU English).
- Transfer to another institution (attach the successful letter of release from VU and the offer letter/eCOE from the other education provider).
- Discontinuation or withdrawal (attach either a completed Course Discontinuation Application Form - higher education OR a Course or Unit Withdrawal Form - TAFE).
- Non-payment of fees
- Reason for withdrawal: _____

4. REFUNDS PAID INTO AN AUSTRALIAN BANK ACCOUNT

If your refund is to be remitted by EFT to your local bank account in Australia, please clearly provide the following details:

PAYEE NAME (NAME OF ACCOUNT HOLDER): _____

BANK NAME: _____

BSB NUMBER: _____ ACCOUNT NUMBER: _____

5. REFUNDS PAID INTO AN OVERSEAS BANK ACCOUNT

Once your refund request has been approved by Victoria University, you will receive two emails from our international payments partner Western Union Business. These emails contain unique login details (username + password) to access a portal (link in email) in which you will record your bank details so we can process your refund to the correct bank account.

Please ensure you enter all the required information into the portal so your refund can be processed quickly. Please note, the login details you receive are unique and will allow you to enter your bank details once. Payments to overseas bank accounts are not able to be made unless you enter your bank details via this portal.

6. CHECKLIST

I have completed my personal details.

I have selected the fees to be refunded.

I have selected the reason for my refund request, and attached any required documentation.

If my refund will be paid to an Australian bank account, I have completed the EFT details.

If my refund will be paid to a non-Australian bank account, I have provided my email address for Western Union to send me my unique login details.

If my refund will be paid to a third party in Australia, I have included an authorisation in the email/refund request that includes the full payee name, address and contact phone number.

I, _____, certify that the information provided is true and correct, and that I have attached all required documentation.

STUDENT SIGNATURE: _____ DATE: _____

SIGNATURE OF PARENT/GUARDIAN (IF UNDER 18 YEARS OF AGE): _____ DATE: _____

PRIVACY STATEMENT

Victoria University (VU) values your privacy and is committed to handling your personal information in accordance with the Privacy and Data Protection Act 2014 (Vic) and other applicable privacy legislation. The personal information collected on this form will be used primarily for the purposes of assessing and processing this application. VU may also use and disclose your personal information to verify the information provided by you, to comply with government and other reporting requirements and/or to carry out associated activities connected with this application. Your personal information may also be disclosed to Commonwealth and State agencies such as the Department of Education and Training and the Department of Home Affairs in accordance with VU's obligations under the Education Services for Overseas Students Act 2000 (Cth) (**ESOS Act**), the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (**National Code**) and other applicable legislation. Your personal information will not otherwise be used or disclosed without your consent, unless permitted by law. By completing and submitting this application, you agree to VU collecting, using and disclosing your personal information as described above and in accordance with VU's Privacy Policy and Student Information Privacy Collection Statement (which provides further detail about the types of personal information VU may collect from you and how it is managed) available on the Privacy page on our website www.vu.edu.au/privacy.

You have a right to access your personal information held by VU. If you have any questions regarding privacy, please refer to the [Privacy page](#) on our website, our frequently asked questions at [ASKVU](#) or phone us on 9919 6100 or 1300 VIC UNI (or 1300 842 864).

OFFICE USE ONLY

OFFICE USE ONLY	Do you approve of this refund?	Yes	No
	Processed by:		
	Amount to be refunded:		
	Refund Batch Number:		
	Date processed:		

SUBMIT THIS FORM IN PERSON:

VUHQ, City Flinders campus
Ground floor, 300 Flinders St
Melbourne, Australia

CONTACT VU INTERNATIONAL

+61 3 9919 1164

www.vu.edu.au/international

*SUBMIT THIS FORM VIA EMAIL:

vui.refunds@vu.edu.au

*If you are submitting this form via email, please make the subject line your student ID followed by 'Refund Form' (e.g.: s4999999 Refund Form).