

## Withdrawal/Refund request form

### PERSONAL DETAILS

Family Name: \_\_\_\_\_ Student ID: \_\_\_\_\_

Given Names: \_\_\_\_\_ Preferred Name: \_\_\_\_\_

Date of Birth:     /     /     (dd/mm/yy) \_\_\_\_\_

Address in Australia: \_\_\_\_\_

\_\_\_\_\_

Telephone: \_\_\_\_\_ Email: \_\_\_\_\_

### COURSE DETAILS

Current course you are studying      LCE      EAP      BC      UWA College      UWA Degree

Last day of attendance in your current course:     /     /     (dd/mm/yy) \_\_\_\_\_

Future courses you are intending to study      LCE      EAP      BC      UWA College      UWA Degree

### WITHDRAWAL REQUEST

MY REQUEST	EVIDENCE TO PROVIDE
<input type="checkbox"/> Visa refusal	<input type="checkbox"/> Visa grant notification
<input type="checkbox"/> Meeting English requirement for UWA degree program	<input type="checkbox"/> Revised offer letter from UWA Admissions
<input type="checkbox"/> Direct entry into UWA College	<input type="checkbox"/> Revised offer from UWA College
<input type="checkbox"/> Returning to my home country due to a change in personal circumstances	<input type="checkbox"/> Flight itinerary and evidence of arrival into home country
<input type="checkbox"/> Other extenuating circumstances	<input type="checkbox"/> Evidence of circumstances (i.e. doctor certificate)

### PERSONAL STATEMENT

Please write the reason(s) for your withdrawal and refund request. This statement must clearly outline your reasons for withdrawal

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

### IMPORTANT NOTES:

1. If your withdrawal is due to visa refusal or other exceptional circumstances, please attach all supporting documents to this form and email [enrolments-celt@uwa.edu.au](mailto:enrolments-celt@uwa.edu.au)
2. Please note that this form is used to gather your information to access your eligibility for the refund. No refund guarantee is given.
3. Your refund may take up to four weeks to process once UWA CELT has received all your completed, and requested documents supporting your refund request.

## REFUND POLICY

- An enrolment is determined upon receipt of payment and includes all courses of study as offered and accepted by the student leading to their commencement at UWA CELT (including the orientation day).
- An administration fee of \$550 will be charged and deducted from the refund amount listed for all cancellations other than those resulting from a visa refusal or UWA CELT being unable to deliver the course of study as offered.

### PARTIAL REFUND

- If you cancel your enrolment **in writing 28 or more days\*** before the initial course commences, you will receive a full refund of **tuition** fees.
- If you cancel your enrolment **in writing between 27 and 14 days\*** before the course commences, 90% of your **tuition** fees will be refunded.
- If you cancel your enrolment **in writing less than 14 days\*** before the course commences, 70% of your **tuition** fees will be refunded.

### NO REFUND

- No refund will be given for the Processing Fee if your UWA CELT application or visa is refused on the basis of being a non-Genuine Student.
- No refund will be given if your studies are discontinued as a result of unsatisfactory conduct, low attendance and lack of progression.
- No refund will be given if your visa was refused on the basis that you provided fraudulent documents or false information to Department of Home Affairs or UWA CELT.
- No refund will be given once your enrolment has commenced; however, in extenuating circumstances or on compassionate grounds up to 75% of your remaining tuition fees for any un-commenced terms or modules may be refunded (less the \$550 administration fee – see above). The management of UWA CELT reserves the right to assess the seriousness of each case and refunds remain at the discretion of UWA CELT Management. Applications for refunds must be made in writing at least one week prior to the commencement of the next term or module to the Centre Manager and should include supporting documents.

### FULL REFUND

The following reasons are suitable grounds to apply for a full refund of tuition fees paid:

- If your visa application is refused, all your tuition fees will be refunded. You must notify UWA CELT in writing within seven days of your visa being refused by the Australian Immigration authorities and enclose a copy of the Letter of Refusal, or
- An offer is withdrawn or an enrolment terminated because the course is cancelled or for some reason the University is unable to provide the course of study.

Normal processing time for refunds will be two - four weeks. Bank charges, processing fee and the administration fee will be deducted where appropriate/applicable.

## STUDENT PRIVACY

Information collected by UWA CELT during a student's enrolment and attendance will be saved for the purposes of student record administration, identification, communication, state and national reporting, program monitoring, evaluation and surveys. Student information will be held securely and disposed when no longer needed.

The information may be disclosed when required by law and to government departments and agencies, including for example to the Department of Home Affairs, The Tertiary Education Quality and Standards Agency, the University admission Centre.

You should contact us if your details change, or if you believe the information, we have about you is not accurate.

By signing this form I acknowledge all information provided by me in connection to this application is true and correct. I have read, understood and accept the [terms and conditions of enrolment](#)

Signature of the student: \_\_\_\_\_

Date: \_\_\_\_\_

## FOR OFFICE USE ONLY

Enrolment cancelled Date: / /

Course discontinued Date: / /

CoE/s cancelled Date: / /

Enrolments Officer: \_\_\_\_\_

Accounts review Date: / /

Accounts Officer: \_\_\_\_\_