

Withdrawal request

PERSONAL DETAILS

Family Name:	Given Names:	Student ID:
Date of Birth: / / (dd/mm/yy)	Email:	Phone:
Address in Australia:		

COURSE DETAILS

Has your course started Yes No

If **YES**, when is the **last day** you will come to your class: / / (dd/mm/yy)

Tick the course(s) you are **withdrawing from/cancelling**:

Language and Communication Essentials (**LCE**)

English for Academic Purposes (**EAP**)

Bridging Course (**BC**)

WITHDRAWAL REQUEST

Reasons and evidence to provide. Please note that your withdrawal request will not be accepted if you do not submit the supporting document as required.

- Visa refusal - attach **visa refusal letter from the Department of Home Affairs**
- Meeting English requirement for **UWA degree** program - attach English test report
- Meeting English requirement for **UWA College** program
- Other reasons - specify the reason(s) for your withdrawal and refund request below.
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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.
- 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 DECLARATION

By signing this form I acknowledge all information provided by me in connection to this request is true and correct. **I understand that a refund is not guaranteed and is subject to approval by UWA CELT.**

Student signature: _____ Date: _____

Parent/guardian signature (if under 18 years of age): _____ Parent/guardian name: _____ Date: _____

FOR OFFICE USE ONLY

Enrolment cancelled Date: / /

Course discontinued Date: / /

CoE/s cancelled Date: / /

Enrolments Officer: _____

Accounts review Date: / /

Accounts Officer: _____

UWA CELT

To send your completed form, or for more information:

Email: ask.uwa.edu.au/app/ask-celt

Website: uwa.edu.au/celt

CRICOS Provider Code: 00126G

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