



--	--	--	--	--	--	--

REQUEST FOR A REFUND OF FEES (INTERNATIONAL STUDENT)

GI/Refund

If you have access to the Griffith Portal, it is recommended that you use the online refund form as it allows you to quickly and easily apply for and track your refund. You can access the 'Refund of fees - ONLINE form' from the Student Forms section of the Griffith Website.

1. STUDENT'S PERSONAL DETAILS

Family Name: _____ Given Names: _____ Passport No.: _____
 Telephone Number: _____ Personal Email Address: _____

2. BANK ACCOUNT DETAILS (You will need to provide the account details as per the list of countries below)

Bank Name: _____
 Branch Name: _____ Branch Country: _____
 Branch Street Address: _____
 Account Name: _____
 Account Number: _____ IBAN/ROUTING/TRANSIT/BSB No: _____
 SWIFT Code: _____ IFSC Code: _____

UAE: SWIFT and IBAN Jordan: SWIFT and IBAN Saudi Arabia: SWIFT and IBAN	Australia: BSB Number USA: SWIFT and Routing Number Canada: SWIFT and Transit Number	India: SWIFT & IFSC Code Pakistan: SWIFT and IBAN Other Countries: SWIFT
---	--	--

3. POSTAL ADDRESS (You MUST provide a postal/mailling address (not an email) for the telegraphic transfer receipt)

 _____ Country _____

4. PAYING TO ANOTHER PERSON (If you are applying for the refund to be paid to another person, complete section 4)

I (student's name) _____ authorise Griffith University to refund my tuition, and other fees, to the account of (name of other person) _____ who is my (relationship of this person to you) _____ Passport no.: _____

5. REASON FOR REFUND (Financial penalties apply - see reverse side of this form for details)

- | | |
|---|---|
| <input type="checkbox"/> Cancelled Griffith Program
____ I will be returning home on ____/____/20____ (Date)
____ I am transferring to another educational provider
GELI Students cancellation date ____/____/20____ (Date)
<input type="checkbox"/> Didn't Meet Degree Entry Requirements (Evidence Required)
<input type="checkbox"/> Student Visa Application Denied (Evidence Required)
<input type="checkbox"/> Refund due to denial of reinstatement of enrolment/admission
<input type="checkbox"/> Early Program Completion (graduated/downgraded) | <input type="checkbox"/> USA or Canadian Student Loan (Stafford loan, William D Ford Direct Loan, OSAP, Sallie Mae, etc)
<input type="checkbox"/> Living Allowance Included in Fee Payment
<input type="checkbox"/> Withdrew from /dropped a Course(s) (Continuing students only)
<input type="checkbox"/> OSHC only
<input type="checkbox"/> Other (please provide details) _____ |
|---|---|

6. STUDENT DECLARATION

I have read through the University's Refund Policy for international students on the reverse side of this form. I understand there is a **refund processing fee** and a further bank charge for refunds to international bank accounts. I understand my refund will be processed within 28 days from the date the University has received **all required documentation**. I acknowledge that if payment was made with a credit card, any refund due will be credited to the original credit card where possible. Any exchange rate differences will be borne by the person receiving the refund.

STUDENT SIGNATURE: _____ Date: _____

PLEASE SUBMIT THIS FORM AND ALL REQUIRED DOCUMENTATION AT THE STUDENT CENTRE (NATHAN OR GOLD COAST CAMPUS) OR BY EMAIL: compliance@griffith.edu.au GELI STUDENTS EMAIL: Griffith-English@griffith.edu.au

7. PROTECTING STUDENT PRIVACY

Griffith University collects, stores and uses personal information only for the purposes of administering student and prospective student admissions, enrolment and education. The information collected is confidential and will not be disclosed to third parties without your consent, except to meet government, legal or other regulatory authority requirements. For further information consult the University's Privacy Plan at griffith.edu.au/privacy-plan

INTERNATIONAL OFFICE USE ONLY

Attendance Rate: _____% Under 18: Y N
 PeopleSoft Balance: \$ _____
 Penalty Application (Yes / No): \$ _____
 Refund Processing Fee: -\$10.00
 International Bank Charge Fee: -\$10.00
 OSHC Refund: \$ _____ (For students who do not arrive onshore)
 TOTAL REFUND REQUESTED: \$ _____
 Approver Signature: _____ Date: _____

Date Stamp (Received by GI)

GRIFFITH UNIVERSITY
REFUND POLICY FOR INTERNATIONAL STUDENTS
 (Section 3 of the University's Fees and Charges Policy)

3.6 Refund of Fees

3.6.1 Refund of Tuition Fees – Commencing Student

For the purpose of this section of the refund policy, a commencing student is an international student commencing with Griffith University (including students who have accepted a packaged offer) or an international student enrolled in their first period of study at Griffith University.

Reason for refund	Refund payable	Time to pay refund
Provider Default		
Griffith University is unable to provide the program or program does not start on the agreed start date for which an offer has been made.	Griffith University will endeavour to offer an alternative program or location or the student can choose to receive a full refund of pre-paid tuition fees.	14 days from the date the program ceases to be provided.
Student Default		
The student provides documentary evidence that their application for a visa has been refused.	Refund of any pre-paid tuition fees less an administration charge of \$500 or 5% (whichever is the lesser amount).	28 days after receiving a complete refund application from the student.
The student is unable to satisfy prescribed conditions stipulated in the University's letter of offer and the University determines the student made a genuine attempt to meet the conditions.	Full refund of any pre-paid tuition fees.	28 days after receiving a complete refund application from the student.
The student withdraws their Acceptance(s) of Offer or cancels their enrolment in writing at any time prior to the first day of teaching and up until the census date.	Refund of any pre-paid tuition fees less a \$3000 penalty. Unless the provisions of section 3.7 apply	28 days after receiving a complete refund application from the student.
The student is granted Australian permanent residency and subsequently withdraws their Acceptance(s) of Offer or cancels their enrolment in writing at any time prior to the first day of teaching and up until the census date and does not apply for a place as a domestic student.	Refund of any pre-paid tuition fees less a \$3000 penalty. Refer to section 3.8	28 days after receiving a complete refund application from the student.
The student cancels their enrolment in a program or takes leave of absence from a program or withdraws from a course for any reason after the census date.	No refund Unless the provisions of section 3.7 apply	
The student is found to have provided fraudulent documents or incorrect or misleading information with their application for admission.	No refund	

Note:- The application fee is non-refundable

3.6.2 Refund of Tuition Fees - Continuing Student

For the purpose of this section of the refund policy, a continuing student is an international student enrolled in their subsequent period of study at Griffith University.

Reason for refund	Refund payable	Time to pay refund
Provider Default		
Griffith University ceases to provide the program for which an offer has been made after it has started, but before it is completed by the student.	Griffith University will endeavour to offer an alternative program or location or the student can choose to receive a full refund.	14 days from the date the program ceases to be provided.
Student Default		
The student provides documentary evidence that their subsequent application for a visa has been refused.	Refund of any pre-paid tuition fees less an administration charge of \$500 or 5% (whichever is the lesser amount).	28 days after receiving a complete refund application from the student.

The student cancels their enrolment in the program or requests leave of absence from the program, and written notification is received from the student prior to the commencement of semester.	Full refund of any pre-paid tuition fees.	28 days after receiving a complete refund application from the student.
The student cancels their enrolment in the program or requests leave of absence from the program, and written notification is received on or after the first day of teaching and prior to the census date.	Refund of any pre-paid tuition fees less a \$3000 penalty. Unless the provisions of section 3.7 apply	28 days after receiving a complete refund application from the student.
The student is granted Australian permanent residency and subsequently cancels their enrolment in writing at any time prior to the first day of teaching and up until the census date and does not apply for a place as a domestic student.	Refund of any pre-paid tuition fees less a \$3000 penalty. Refer to section 3.8	28 days after receiving a complete refund application from the student.
The student is excluded from the University for failing to satisfy academic progress requirements.	All fees paid in respect of the teaching period from which the exclusion takes effect are refundable.	28 days after receiving a complete refund application from the student.
The student's enrolment is cancelled for non-payment or partial payment of fees by the due date and payment is subsequently received, but it is so late in the teaching period that reinstatement of enrolment is denied on academic grounds.	Full refund of any pre-paid tuition fees or the payment applied against the fees for the next teaching period.	28 days after receiving a complete refund application from the student.
The student cancels their enrolment in a program or takes leave of absence from a program or withdraws from a course for any reason after the census date.	No refund Unless the provisions of section 3.7 apply	
The student breaches their student visa conditions and their student visa is subsequently cancelled by the Department of Immigration and Border Protection.	No refund	
The student is found to have provided fraudulent documents or incorrect or misleading information and the student is subsequently cancelled for student misconduct.	No refund	

3.6.3 Refund of Tuition Fees – Griffith English Language Institute (GELI) Student

The following reasons for a refund are in addition to those outlined in Section 3.6.1 and 3.6.2.

Important - A Program of Study is considered to be the period of English study (ELICOS) covered by an electronic Confirmation of Enrolment. For non-student visa holders, a Program of Study refers to the dates indicated on the letter of offer. A Program of Study may be for one or more study periods.

Reason for refund	Refund payable	Time to pay refund
Provider Default		
GELI is unable to provide the program or program does not start on the agreed start date for which an offer has been made.	Griffith University will endeavour to offer an alternative program or location or the student can choose to receive a full refund.	14 days from the date the program ceases to be provided.
Student Default		
The student provides documentary evidence that their application for a visa has been refused.	Refund of any pre-paid tuition fees less an administration charge of \$500 or 5% (whichever is the lesser amount).	28 days after receiving a complete refund application from the student.

GRIFFITH UNIVERSITY
REFUND POLICY FOR INTERNATIONAL STUDENTS
 (Section 3 of the University's Fees and Charges Policy)

The student cancels their enrolment in a Program of Study at least 28 days before the commencement date.	75% of the tuition fees paid will be refunded, less any fees and charges incurred.	28 days after receiving a complete refund application from the student.
The student cancels their enrolment in a Program of Study less than 28 days before the commencement date.	50% of the tuition fees paid will be refunded, less any fees and charges incurred.	28 days after receiving a complete refund application from the student.
The student cancels their enrolment after a Program of Study has commenced.	No refund.	

Note: The Griffith English Language Institute Enrolment Fee is non-refundable

3.6.4 Refund Conditions for Off-shore Programs

The University reserves the right to apply specific and different fee refund conditions to students enrolled in off-shore programs delivered with the assistance of off-shore partner organisations. Any such specific and different fee refund conditions will be outlined in the offer letter.

3.6.5 Program Transfer

If the student transfers from one program to another, the student is liable for the tuition fee related to the new program. Where the student has already paid the tuition fee for the first program, and the new program has a higher tuition fee, the student must pay the additional tuition fee. Where the new program has a lower tuition fee, any tuition fees in credit will be credited towards the remaining tuition fees, or refunded as provided in section 3.10.

3.6.6 Withdrawal from Course

If the student withdraws from a course but does not withdraw from the program, and the withdrawal is affected prior to the census date (refer to Schedule H), the tuition fee for that course will normally be credited towards the remaining or future tuition fees.

Alternatively, on application from the student, approval may be given for the tuition fee to be refunded as provided in section 3.10.

3.6.7 Withdrawal from course on granting of credit

If a student receives credit for a course in which they are enrolled, the full tuition fee paid by the student for that course will be treated according to section 3.6.4, even if notification of credit approval is received after the census date.

3.7 Withdrawal in Compassionate Circumstances - Grounds for Refund

Withdrawal in compassionate circumstances may be accepted as grounds for a full or partial refund of tuition fees. Compassionate circumstances may include but are not limited to:

- a serious illness or disability which prevents the student from being able to study; or
- b death of a close family member (parent, grandparent, sibling, spouse or child); or
- c political or civil event or natural disaster which prevents payment of fees.

These reasons may be accepted as grounds for a full or partial refund of fees for any of the reasons prescribed in section 3.6, provided that adequate documentary evidence is provided to support the application for a refund.

The student may also be eligible for withdrawal without academic penalty.

The process for applying for a refund and withdrawal without academic penalty in compassionate circumstances, including the time period within which an application must be lodged, is set out in the [Student Administration Policy](#).

3.8 Permanent Residency

3.8.1 If a student provides evidence of becoming a permanent resident of Australia prior to their commencement of study in the program and they subsequently apply for a place as an Australian resident student either as a Commonwealth supported student or a fee-paying student through the normal processes the offer of an international student place will be withdrawn and all tuition fees will be refunded.

3.8.2 If, after commencing study in the program, a student obtains permanent resident status in Australia and provides evidence of permanent resident status prior to the census date, the student will be provided with a domestic fee-paying place. The student will be eligible for a refund of the difference between the fee as an international student and the fee for a domestic fee-paying student for the period of study in which the residency status changed.

3.8.3 If a student obtains permanent resident status but does not fulfil the conditions set out in section 3.8.2 by the census date, the student will not be eligible for a full or partial refund of tuition fees paid for the period of study in which the residency status changed. On continuing their enrolment in the next period of study, the student will be enrolled as an Australian resident student in a domestic fee-paying place.

3.8.4 A student who is enrolled as a domestic fee-paying student because of a change of residency status may apply for a Commonwealth supported place at the next admission period, provided that the student satisfies the conditions for transfer from a domestic fee-paying place to a Commonwealth supported place, as set out in the [Undergraduate Programs Admission Policy](#).

3.8.5 The above processes also apply to an international student who becomes a New Zealand citizen during the course of their study.

3.9 Remittance of Refund

Students must use the University's online or hard copy refund application form and attach any required supporting documents.

In the event that the information provided in the refund application is not complete and further information is required, the processing timeline will not commence until the requested information has been submitted.

All refunds for which students are eligible, with the exception of refunds arising from withdrawal from a course (refer to sections 3.6.5, 3.6.6 and 3.6.7), will be

a Refunded to the student via the original payment method to the student's home country, less any costs associated with the refund process; or

b Upon application by the student, remitted to another Australian education institution to which the student is approved to transfer, subject to the receipt of documentary evidence from the education institution regarding the student's transfer.

An application by a student for a refund to be paid to them at an Australian address will only be considered in exceptional circumstances.

Student refunds are normally paid to the person or organisation which originally paid the fees unless documentary evidence is available to justify payment to a third party.

Refunds cannot be paid until Griffith University is in receipt of the monies into its account as cleared funds.

Any debts to Griffith University must be paid in full or the outstanding amounts will be deducted from the refund which is due.

3.10 Review of the Refund Assessment Decision

If a student is dissatisfied with the refund assessment decision, the student may forward an application for review of the decision to the Associate Director, International Administration, Griffith International, using the *Review of a Decision* form in accordance with the University's *Student Review and Appeals Policy* and *Student Review and Appeals Procedures*. The decision of the Associate Director, International Administration is final.

Note: This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

PAYMENT OF REFUNDS

To seek a refund you must complete the Request for Refund Form. Applications for a refund are generally processed within 28 days. Refunds may be credited toward the next semester's fees in circumstances where payment is received so late in the semester that reinstatement of enrolment is denied on academic grounds.

This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

The University's Fees & Charges Policy is located on the web at: <http://policies.griffith.edu.au/Pages/Welcome.aspx>