Refund Application Form

The Refund Application Form must be submitted to accounts@swanston.edu.au via email or in person for verification and approval. Evidence of the student enrolment fee must be attached.

Student Details:

Student Name:	
Student Address:	
Course Code and Course Name:	
Date of Enrolment:	
Amount paid to the Institute (AUD):	$

Payment Method:	☐ EFT	☐ Cash	☐ EFTPOS		
	☐ Credit Card	☐ Cheque	☐ Money order		

Any receipt attached:	☐ Yes	☐ No

Reason for Refund Request: **(Please tick the appropriate box)**	☐ Work commitment ☐ Family commitment ☐ Illness / medical ☐ Financial issue ☐ Visa refused prior to commencement, Visa extension refused, or Visa cancelled due to actions of the student (off-shore & on-shore students) ☐ Visa refused or Visa cancelled after course commencement (off-shore, & on-shore students) ☐ College is unable to provide the course the original offered course commencement ☐ Course withdrawn by the College after commencement ☐ Others (please specify below) All refunds are processed as per our *fee and refund policy & policy procedures https://swanston.edu.au/wp-content/uploads/2023/08/Fees-and-Refund-Policy-Procedure-V3.0-Aug-2023.pdf*

Please explain your request for refund in detail:

Bank Details:

Bank Name	
Account Name	
Account Number	
BSB Code	
SWIFT Code	
Bank Address	

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Definition:	
Tuition Fees	Total tuition fees for the course/number of calendar days in the course 7 (weekly)
Default weeks	No. of calendar days from the default day to the end of the period to which the payment relates 7 days.
Refund amount	Weekly tuition fees X Weeks in default period
Course Fees	Sum of Tuition and Non-Tuition fees except Registration fee and Administration fee

Refund Calculator:
#Refund Calculator (ESOS Calculation of refund specifications)- In following refund circumstances, this calculator may apply: For subsection 47E (2) of the Act, the amount of a refund is calculated as follows: refund amount = weekly tuition fee × weeks in default period Source: https://www.legislation.gov.au/Details/F2014L00907

Refund conditions for withdrawal after course commencement- Extenuating circumstances for the students who have paid full tuition fees of the course before the course commencement:

Student may have extenuating circumstances that prevent them from attending scheduled course dates that may include but are not limited to illness, family or personal matters, moving back to the home country with an intention of not coming back to Australia on the same visa (with confirmed one-way ticket and evidence of student withdrawal submitted to Department of Home Affairs), which will be verified by the College before processing the refund) or other reasons that are out of the ordinary. Where evidence can be successfully provided to support the student's circumstances, in such circumstances, a refund will be calculated as per the refund calculator for a refund of unused course fees which can be issued. This decision to assess the extenuating circumstances is at the discretion of the CEO and shall be assessed on a case-by-case situation. Please note that the student is not eligible to apply for any refund in case of a change of mind that may include but is not limited e.g., change of course or transfer to the other provider in the same or different city due to any reason.

**Course Fees = Sum of Tuition and Non-Tuition fees except Registration fee and Administration fee.

Important note: Where the student breaches Swanston College 's Policies and Procedures no refund is payable.
Scholarship, promotional fees, or discount to any course is provided to the student with an intention that they will complete the course and/or course package. In case of any cancellations and whenever there is a fees refund, the reduced fees will be added back and the refund amount will be calculated as per the listed course fees on website, handbook or https://cricos.education.gov.au/.

Student Declaration

I have read and understood Prospect Education Group PTY LTD T/A Swanston Institute (Melbourne) Fees & Refund Policy and Procedure.
I understand that I have the right to appeal the calculated amount.
I understand that Prospect Education Group PTY LTD T/A Swanston Institute (Melbourne) will not transfer any funds to a third party unless I explicitly request it in writing, in which case Prospect Education Group PTY LTD T/A Swanston Institute (Melbourne)shall be released of any responsibility in relation to the refund once the funds have been transferred as requested.

Signature:		Date:	