Application for Refund of Fees

International students

Please read the **Protocol on Refund of Fees for International Students** to determine your eligibility for a refund before completing this form.

uts.edu.au/study/international/essential-information/fees-information/protocol-fees-and-refund

The Protocol sets out the guidelines and procedures that govern how UTS will assess requests from international students for a refund of fees.

ESSENTIAL INFORMATION

This form is to be completed by international students who are commencing or have recently commenced a course of study at UTS, and are applying for a refund due to their withdrawal from the course before the census date of their first session of study.

This refund application is applicable to:

- new students who have not previously studied at UTS, or
- students who have previously studied or completed a course at UTS and are now commencing a new course. For example, you have completed a Bachelor's degree at UTS and are commencing a Master's.

Please send your completed form to the appropriate email address:

Full degree coursework students:
reps@uts.edu.au

Study Abroad students:
studyabroad.exchange@uts.edu.au

Remember to also attach any additional documentation that supports your application.

COURSE WITHDRAWAL REQUIREMENT

This is not a course withdrawal form. If you have enrolled, you must first lodge a course withdrawal form before you can apply for a refund.

uts.edu.au/current-students/managing-your-course/your-enrolment/enrolment-changes/course-withdrawal

REFUND APPLICATION AFTER CENSUS DATE

If you have withdrawn from your course after the census date and wish to apply for a refund, you must submit an ASK UTS enquiry as a current student.

uts.edu.au/current-students/managing-your-course/ask-uts/ask-uts

TRANSFERRING TO A NEW PROVIDER

If you are seeking to transfer to a new Australian education provider, you must submit a separate Application for Release form first.

uts.edu.au/current-students/info-international-students/your-rights-and-responsibilities/uts-release-protocol

Once you receive the written outcome of your release application, you can then apply for a refund. Your refund will not be processed until your release request is finalised.

PROCESSING TIME

The processing time for refunds is 28 days from the date your completed application and supporting documentation is received. Incomplete forms or insufficient supporting documentation may cause delays in the payment process. Your refund will not be processed until your course withdrawal is finalised.

NOTE

We strongly encourage you to **complete this form electronically**. You can do so by using a free PDF reader such as Adobe Acrobat. This ensures the information you provide can be read easily and will assist in processing your refund efficiently. If completing this form by hand, please use a **black pen** and **print clearly**. Make sure to keep a copy of your completed form. **https://get.adobe.com/reader/**

1. PERSONAL INFORMATION (PLEASE USE BLOCK LETTERS)

UTS Application number or Student number			
Family name		**Given name(s)**	
Date of birth ☐☐/☐☐/☐☐ (DD/MM/YY)		**Email address**	
Contact number	Country code / Area code / Number		
Residential address (Street number & name, Suburb, Country)			
		Postcode/Zip code	

2. REASON FOR REFUND

Did you withdraw from your course before the census date?	☐ **Yes**	☐ **No** ➡	If No, please attach a copy of your course withdrawal form.

What is your reason for applying for a refund of fees? Please tick ONE.

☐ **1 – UTS has failed to provide my course.**	
☐ **2 – My letter of offer has been withdrawn by UTS.**	
☐ **3 – I have failed to meet the admission requirements** (for example, you have not passed the GS assessment).	
☐ **4 – My visa application was unsuccessful.** ➡	Please attach a copy of your visa refusal letter.
☐ **5 – I'm returning to my home country and will not be continuing my studies in Australia.** ➡	Please attach a copy of your air ticket.
☐ **6 – I am transferring to another Australian education provider and my application for release has been finalised by UTS.** ➡	Please attach a copy of your application for release.
☐ **7 – I have obtained permanent residency.** ➡	Please attach supporting document/s.
☐ **8 – Special circumstances as defined by the Protocol on Refund of Fees for International Students.** ➡	Please attach supporting document/s (for example, a medical certificate).
☐ **9 – Other** ➡	Please specify AND attach supporting document/s.

3. PAYMENT INFORMATION

You are nominating to receive your refund via ONE of the following options. Note: Options 2 or 3 should only be nominated if your original fee payment to UTS was NOT made via Flywire. These options cater to specific circumstances where Flywire cannot be used to issue your refund.

☐ **Option 1 – Flywire** ➡ Your refund will be processed through Flywire and credited back to the same card you previously made fee payments to UTS with.	You do not need to provide payment information. Upon processing of your refund, Flywire will contact you to verify payment. Go to **4. BENEFICIARY DETAILS**.
☐ **Option 2** ➡ Your refund will be paid to an overseas bank account in your home country, or to the same account your original payment to UTS was made from. Supporting documentation may be required.	**Go to OPTION 2:** Overseas bank account.
☐ **Option 3** ➡ Your refund will be paid to an Australian bank account. For example, to your new provider in Australia if your application for release has been approved by UTS.	**Go to OPTION 3:** Australian bank account.

OPTION 2: Overseas bank account

Account name		**Account number**
Bank name		
SWIFT code	**IBAN** (Europe/Middle East/Pakistan)	**IFSC** (India)
Branch address		
Additional account information (if applicable)		

Additional routing codes may be required to process transactions to specific countries. Please check with your bank and provide all relevant codes in **Additional account information** above.

OPTION 3: Australian bank account

Account name		
Bank name		
Account number	**BSB**	**Reference number** (if refund is to be paid to new provider)
Branch address		

Does the nominated bank account above belong to an Australian education provider?	☐ **Yes** ➡	☐ **No** ➡	If Yes, please proceed to **5. DECLARATION AND SIGNATURE.** If No, please complete section **4. BENEFICIARY DETAILS** below.

4. BENEFICIARY DETAILS

UTS is required by the financial institution to provide personal details of the refund beneficiary for compliance checks. Please provide the below information for the person who will directly receive the refund.

Family name	**Given name(s)**
Place of birth	**Date of birth** ☐☐/☐☐/☐☐ (DD/MM/YY)
Relationship to you (if the refund is to be paid directly to someone other than yourself)	
Nationality or country of citizenship	**Occupation**

Residential address	
	Postcode/Zip code

5. DECLARATION AND SIGNATURE (IF REFUND IS TO BE PAID TO A THIRD PARTY)

Please sign the following declaration if you have nominated someone else to receive your refund on your behalf.

Full name of third-party refund beneficiary

I hereby authorise the University of Technology Sydney to pay this refund to the person specified above. I understand this refund will not be paid directly to me.

Print name

Your signature	Date (day/month/year) ☐☐/☐☐/☐☐☐☐

6. DECLARATION AND SIGNATURE (ALL APPLICANTS TO COMPLETE)

Please sign the following declaration.

I declare that:

1. All information and supporting documents provided with this application are true and correct, and I will inform UTS immediately of any changes to the information I have given.
2. I have read and understood the Protocol on Refund of Fees for International Students.

I agree:

1. With the conditions set out by the Protocol on Refund of Fees for International Students.

I understand that:

1. Refunds will be processed in accordance with the Protocol on Refund of Fees for International Students.
2. Refunds for payments made by credit card will be transferred back into the credit card account and not to any other account.
3. Flywire or the processing bank may deduct transaction fees which could affect the final amount I receive.
4. Where a refund is issued in a currency other than Australian Dollars (AUD), UTS will convert the refund amount from AUD to the appropriate currency on the day of transfer at the rate offered by the University's supplier of foreign currency. UTS is not liable for any variance.
5. If my refund is paid to a third-party beneficiary, the refund will not be paid directly to me.
6. It is my responsibility to ensure all banking information provided is true and correct. Any inaccuracies may cause significant delays in receiving my refund or result in funds being transferred to an incorrect beneficiary, making retrieval impossible. In such cases, I acknowledge UTS will not be liable for any financial losses incurred due to errors in the banking information provided.

Print name

Your signature	Date (day/month/year) ☐☐/☐☐/☐☐☐☐

For students under the age of 18, a parent's or legal guardian's signature is required.

Print name

Parent/legal guardian's signature	Date (day/month/year) ☐☐/☐☐/☐☐☐☐