

## FEE REFUND REQUEST

### A. APPLICANT'S DETAILS

<b>Given Name:</b>		<b>Surname:</b>	
<b>Date of Birth:</b>		<b>Student ID:</b>	
<b>Course Name:</b>			
<b>Course Start Date:</b>		<b>Course End Date:</b>	
<b>Email Address:</b>		<b>Phone Number:</b>	

### B. REASON FOR REFUND

**Please tick (✓) one of the options below**

<input type="checkbox"/> Withdrawal from Course	<input type="checkbox"/> Visa Application Refusal*	<input type="checkbox"/> Overpayment
<input type="checkbox"/> Serious illness or personal misadventure*	<input type="checkbox"/> Other ( <i>please specify</i> )	

*\*Please provide supporting documents / evidence for these reasons*

**Further details:**

**C. REFUND PAYMENT OPTION** (please tick ✓ **ONE** of the refund option below)

**AUSTRALIAN BANK ACCOUNT – ELECTRONIC FUNDS TRANSFER (EFT)**  
*Account holder name must matches with the applicant’s name*

**OVERSEAS BANK ACCOUNT – TELEGRAPHIC TRANSFER**  
*Refunds must be transferred directly to the overseas bank account that made the original payment*

<b>Account Holder Name:</b>			
<b>Account Holder Address:</b>			
<b>Applicant’s Street Address:</b>			
<b>Bank Name:</b>			
<b>Bank Street Address:</b>			
<b>Region:</b>		<b>City:</b>	
<b>Country:</b>		<b>Zip:</b>	
<b>Account Number:</b>		<b>BSB:</b>	
<b>ABA Routing Number (USA):</b>		<b>SWIFT Code:</b>	

*Please note: Accuracy and legibility of the details provided is the responsibility of the applicant. At least one email address and one phone number must be provided so Medicus College can contact the applicant should there be further information required.*

**D. APPLICANT’S DECLARATION**

I, the undersigned, authorize Medicus College to transfer my refund to the above account details. I accept full responsibility for any error that may occur due to the inaccuracy of the details that I have provided on this form. I have read Medicus College’s Refund Policy and understand the refund that I will be eligible for.

<b>Applicant’s Name:</b>			
<b>Signature:</b>		<b>Date:</b>	

**Office Use only**

<b>Approved By</b>		<b>Date Processed</b>	
<b>Total Fee Received</b>		<b>Total Paid After Exemption:</b>	

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## INFORMATION SHEET

### Refund policy procedures

Medicus College is committed to ensuring fair and reasonable refund practices. The Refund Policy and Procedure observes the principles outlined in the Education Services for Overseas Students (ESOS) framework and applies to all prospective, current, and re-enrolling students.

All Refunds applications after course commencement are only in relation to Tuition Fees only, the Application Enrolment Fee and Material Fees are non-refundable.

Medicus College is not able to provide any refunds for fees paid to third parties such as Health insurance or fees paid directly to an Education Agent. Medicus College does not accept payment via Education Agents, payments must be made directly to Medicus College only.

For more details, please refer to Medicus College's Refund Policy and Procedure before attempting to complete this application.  
<https://medicus.edu.au/>

### Privacy Notice

#### Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

#### How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

#### How we disclose your personal information

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER).

The NCVER is responsible for collecting, managing, analyzing and communicating research and statistics about the Australian VET sector. We are also authorized by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

For more information about how the Medicus College will handle your personal information please refer to the Privacy Policy and Procedure <https://medicus.edu.au/>

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at [www.ncver.edu.au/privacy](http://www.ncver.edu.au/privacy).

## Complaints and Appeals

If a student has a complaint or an appeal regarding the Refund process, the Medicus College *Complaints and Appeals policy and procedure* will be followed. For more information refer <https://medicus.edu.au/>

The information about the *Complaints and Appeals policy and procedure* is further provided in the *Student Written Agreement*, the *Student Handbook*, and the *Student Orientation* presentation and materials.

## References

Competition and Consumer Act 2010 - Australian Consumer Law (ACL)  
<https://consumerlaw.gov.au/australian-consumer-law/legislation>

National Code of Practice for Providers of Education and Training to Overseas Students 2018 - Standard 3  
<https://www.legislation.gov.au/Details/F2017L01182>

Privacy Act 1988  
<https://www.legislation.gov.au/Series/C2004A03712>

Users' Guide to the Standards for RTOs 2015 Clause 3.5  
<https://www.asqa.gov.au/standards/enrolment/clauses-7.3>

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